

**Telecommunications Relay Service  
Application for Renewal of Current Certification  
State of Wisconsin**

**Submitted to:**

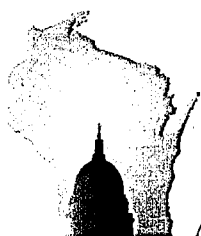
Marlene H. Dortch  
Officer of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington D.C. 20554

**Submitted by:**

Wisconsin Department of Administration  
101 East Wilson Street, 8<sup>th</sup> Floor  
Madison, WI 53703

**Provider of Service:**

**Hamilton Telephone Company**  
**d/b/a Hamilton Telecommunications**  
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**September 21, 2007**

Commission's Secretary  
Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20544

Dear Ms. Dortch,

The enclosed narrative is pursuant to Public Notice DA 07-2761 providing direction for making application for certification of state telecommunications relay service programs. This narrative reflects the functional, operational and technical standards of the Wisconsin Telecommunications Relay Systems (WTRS).

WTRS meets or exceeds the minimum mandatory requirements identified in Title IV of the Americans with Disabilities Act. Where the WTRS exceeds the minimum standard stated in the Commission's rule, no conflict of Federal or State law exists.

The Wisconsin Department of Administration firmly believes in functional equivalent telecommunications services. It is this concept that guides us in our day-to-day administration of the WTRS. I hope this is reflected in the accompanying application and support materials.

Sincerely,

Jack R Cassell  
WI TRS Contract Administrator

cc: Michael Kessenich, Voice Services Section Chief

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**TELECOMMUNICATIONS RELAY SERVICE  
APPLICATION FOR RENEWAL OF CURRENT STATE CERTIFICATION**

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# Tab 1

## State Program Narrative



**Wisconsin**  
**Telecommunications**  
Relay System



## **Introduction**

This is an application on behalf of the State of Wisconsin submitted by the Wisconsin Department of Administration to have the Wisconsin Telecommunications Relay System be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. The State of Wisconsin has been certified for the last certification time period beginning July 26, 2003.

Official notices, documentation and correspondence related to this application should be directed to:

Jack R. Cassell, Wisconsin TRS Contract Administrator  
Wisconsin Department of Administration  
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Operational questions about the center may also be directed to the following:

Dixie Ziegler  
Vice President of Relay  
Hamilton Relay, Inc.  
1001 12th Street  
Aurora, NE 68818  
Voice/TTY: 402-694-3656  
Toll Free: 800-618-4781  
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E-mail: [dixie.ziegler@hamiltonrelay.com](mailto:dixie.ziegler@hamiltonrelay.com)  
Website: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

## **Request for Renewal of Current State Certification**

Wherefore, the Wisconsin Department of Administration requests that the Federal Communications Commission certify the State of Wisconsin Telecommunications Relay System provided through Hamilton Telephone Company in Aurora, Nebraska.

The Wisconsin Department of Administration  
on behalf of the State of Wisconsin

By: \_\_\_\_\_

Jack R. Cassell, Wisconsin TRS Contract Administrator

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## **Historical Background of Wisconsin's Telecommunications Relay System**

The State of Wisconsin as represented by its Department of Administration, Division of Enterprise Technology (DET), Bureau of Infrastructure & Network (BNS of DEG, formerly Bureau of Network Service of Department of Electronic Government) is responsible for the administration of telecommunication relay services in the Wisconsin.

Wisconsin was an early pioneer of telecommunications relay services as demonstrated from its early provision of message relay in 1978. At one point in time, eleven local relay message centers existed in the state all funded and administered in various ways. In the early 1980's the first state supported message relay service accessed via a toll number was created.

The Department of Administration (formerly Department of Electronic Government) first established its FCC compliant relay system on August 1, 1992. The State promoted the concept of relay as providing dial tone to customers and was the first state refers to relay as system ("Wisconsin Telecommunications Relay System") instead of a service. All aspects of relay mirror text to voice communications as closely as possible thus striving to achieve functional equivalency.

Since 1992, BNS was responsible for the development of three Requests for Proposals (RFPs). These RFPs were written to meet or exceed all standards contained in Title IV of ADA. Since purchasing telecommunications system and services tends to occur every three or five years, BNS predicted future FCC rule changes based on its reading of comments filed regarding the TRS Notice of Inquiry. While language exists in the contract requiring the Provider to comply with any rules promulgated by the FCC, the State thought it wise to include specifications, which can be exercised when needed. To this end, the State's re-certification request will identify call features, which may not be implemented as of this writing but could be deployed if so required by the FCC.

Fact stated in this document come from the State's current contract with Hamilton Telephone Company d/b/a Hamilton Telecommunications, RFP requirements and statistics provided throughout the first five-year contract. In some cases, supportive statistical analysis represents a

one-year period so that the Commission could have a "snap-shot" of the level of service provided. This sampling is noted where appropriate.

Sample educational and promotional materials are attached to the original application but are not available in electronic format. Materials include such things as pens, magnets, videotapes and brochures.

## **II Governor's Wisconsin Telecommunication Relay System Advisory Council**

BNS worked with the Governor's Wisconsin TRS Advisory Council to create two RFPs used to purchase its relay system. The Council is represented by industry (interexchange carrier, local exchange carrier and Wisconsin State Telephone Association) and by customers (Wisconsin Association of the Deaf, speech and hearing impaired, speech disabled, hearing impaired, hearing customer and public member). The list of the following Council Members and whom they each represent are mentioned below:

<u>Council Member</u>	<u>Representing</u>
Janet Sims	Speech Disabled
Tom Meitner	Deaf/Blind
Karen Jorgensen	Hard of Hearing
Cheri French	Hearing consumers
Tom Harbison	WI Association of the Deaf
Margaret Calteaux	WI Telecommunicators, Inc
<b>Vacant</b>	Captioned Tel Consumers
Dave Frigen	WI State Telephone Assoc.
Ron Byington	Public Member
Jill Collins	Local Exchange Carrier

The Council played a key role in the development of RFP specifications, creation of evaluation measures and reviewing call feature options to determine which ones would be incorporated into the WTRS. The Council's purpose is to advise the State on issues relative to the provision of

relay system. However, the Council has been more involved than this as demonstrated by their participation on the evaluation for the RFP, writing the first operational manual and participating with events designed to train newly hired Communications Assistant (CA). Furthermore, the Council is a valuable tool frequently used by the State to help resolve service questions or to develop creative solutions to customer needs.

### **III Request for Proposal**

BNS issued its 3rd RFP on July 1998. Once again this RFP was written before the FCC completed its rule making process. This was also done without many state models to follow, lack of knowledge regarding available technology and a simple lack of experience given that TRS was a new industry.

This RFP was written to meet or exceed the rules pertaining to Title IV of the ADA. It also contained specifications designed to meet specific customers' demands, provide a more seamless system and make the system as functionally equivalent as possible. The RFP also asked for technology, which is not required under the current rule, but, may be in the future. Examples of this are video relay, text to speech, enhanced protocol, caller identification, access to 900 number and call release.

### **IV Providers of WTRS**

The first Wisconsin contract award was also the first in the nation. In 1991 State awarded the first contract to MCI Telecommunications (MCI) and Society's Asset, Inc. (SAI) making them the first co-contracting partnership in the country. Both entities were equally and separately responsible for the provision of contractually mandated specifications.

In 1999, as the State entered into a new contract solely with Hamilton Telecommunications who also subcontracted with SAI to continue high quality operator and customer service. The current contract was entered for three years with two additional one-year renewals. The contract requires one price for all relay products with a contractual clause to encourage Hamilton Telecommunications to provide new technology applications being added to WTRS.

In 2000, Wisconsin appeared to be the first state to do market analysis before and after advertising the "Don't Hang Up!" campaign. The intention of this campaign was to increase awareness of the Wisconsin Telecommunications Relay System to the general public. By doing so, the State of Wisconsin had to determine the base line to see what the public awareness levels were before and after the multi-media campaign in five market areas in Wisconsin. The selected methodology was a 3 to 5 minutes phone survey with 100 randomly selected residents in each of the five market areas (500 completed calls in total).

The State of Wisconsin and Hamilton Telephone Company discussed collaboration and shared cost to develop the media materials in March 1999. By June 1999, as the State of Wisconsin and Hamilton Telephone Company had agreed upon the theme and the development agency as well as the cost formulas. The State of Wisconsin send out a bid within Wisconsin for an Advertising Agency to purchase the media slots and analysis report on "before and after" the campaign. As the result of the "Don't Hang Up!" campaign, the analysis report indicated a significant increase on public awareness of the Wisconsin Telecommunications Relay System to the general public.

For more information, please see McGlinchey & Associate's "Wisconsin Relay System Benchmark Research Analysis 2002" in Tab 2.

During the course of State's contractual relationship with Hamilton Telecommunications, a new FCC order affecting WTRS went into effect December 21, 2000. Orders included the revision of the speed of answer, which required 85% of all calls must be answered within 10 seconds as measured on a daily average and increased words per minute typing from 45 to 60. In addition to FCC order, there were other requirements such as handling of emergency calls, in-call replacement of call agents and speech to speech included in the contractual amendment. (Please see a copy of the Addendum to Agreement to the Agreement (Contract #89050) pertaining in compliance with the new FCC's order in Tab 2).

In addition, on February 19, 1997, the FCC released the First Report and Order and Further Notice of Proposed Rulemaking (the "FCC Order) in CC Docket No. 92-105, which addressed the use of N11 codes and other abbreviated dialing arrangements. In that Order, the FCC concluded that a three-digit TRS number would offer significant benefits to person with hearing

or speech disabilities and general public and directed Bellcore to designate 711 exclusively for TRS use. The FCC tentatively concluded that the nationwide implementation of 711 should occur within three years of the effective date of the Order. The State of Wisconsin has achieved the implementation date of 711, which was on or before October 1, 2001. For more information about the State of Wisconsin's implementation of 711, please read "Public Access to Information" under "functional standards in Tab 5."

The State of Wisconsin has implemented two innovative new technologies that dramatically improve the quality and efficiency for the citizens of our state who use the Wisconsin Telecommunications Relay System (WTRS). As the first state to offer this innovative technology to relay users, Wisconsin is answering the Federal Communications Commission's charge of applying advanced technology to improve the lives of people with disabilities.

The WTRS enables people who are deaf, hard of hearing, or speech disabled to communicate by TTY (text telephone) with anyone who uses a standard telephone through Communications Assistants (CAs). The CAs relay the hearing person's exact words by typing everything back to a TTY user. The speed and accuracy of the conversation depends on the speed and accuracy of the CA's typing skills.

The two technologies being tested in Wisconsin are Fastran (Fast Transcription) and CapTel (Captioned Telephone). Both technologies make use of voice recognition applications to dramatically improve both speed (from 30% to 200% faster) and accuracy (five times more accurate), over traditional telecommunication relay service performance. These new technologies enable Wisconsin's TRS to meet and exceed FCC requirements, which not only improve relay performance and services to people who are deaf or hard of hearing, but also the individuals, businesses, agencies, and organizations in the state they communicate with.

More than 200 participants with various degrees of hearing loss are participating in Wisconsin's nine-month technology trial of Fastran and CapTel, developed by Ultratec, Inc. 100 individuals are testing Fastran using TTYs or computers with TTY modems. A little over 100 individuals are testing CapTel using the Captioned Telephone provided to them by the state trial. Trial dates are October 1, 2001 through March 31, 2003.

September 2003, following an intensive Request for Proposal (RFP) process, the Bureau of Networks and Infrastructure/Voice Services Section is pleased to announce the selection of Hamilton Telecommunications as the winner of the Wisconsin Telecommunications Relay System (WTRS) procurement. Hamilton is the vendor currently providing Wisconsin's relay service. They have been awarded a three-year contract effective February 1, 2004 with the possibility of two one-year renewals. The WTRS facility continues to be located in Middleton, where Hamilton has been providing WTRS for the past five years. The new contract brought new and improved services to the citizens of Wisconsin including:

- **Caller ID** – Currently relay call recipients with Caller ID do not see the phone number of the actual person initiating the call to them -- they see the Wi. Relay telephone number. By June 2004, the telephone number of the person initiating the relay call will be passed through to the relay call recipient, making the service one-step closer to being functionally equivalent to non-relay calls.
- **Remote Profile Retrieval** – WTRS customers will have the ability to access their Customer Profile data from any telephone number, not just the main telephone number the associated with the profile. A Customer's Profile contains information specific to the user that helps the call assistant in initiating a call, such as whether they prefer a male or female to voice the call, if they prefer to have background noises voiced to them, their preference for long distance service, etc.) Currently, if a user initiates a call from a payphone, or cell phone, the Customer Profile data is not available. The new service will allow the relay user to provide the telephone number associated with their Customer profile and a PIN. The CA will then be able to enter this information at the workstation and access the customer's profile. An additional important benefit is that this feature will permit WTRS users to have more than one Customer Profile per household.
- **Faster Response Time** - The existing contract requires that 85% of all incoming calls must be answered by the Wisconsin Telecommunications Relay System's (WTRS) Communications Assistant (CA) within an average of 10 seconds. The new requirement will be raised to 90%, improving the response time to address incoming calls.



- **Captioned Telephone Voice Carry Over (CTVCO) Service** - This new technology will dramatically improve both speed and accuracy of calls! The use of voice-recognition technology and specially manufactured end user equipment allows relay calls to be conducted very close to real-time. Some of you may remember reading a previous Success Story about the trial DOA and Hamilton are conducting involving this technology. The 100 participants in this trial will be converted to the contracted service starting February 1, 2004 and new users will be added to the service at the rate of five users per month. An application for this service will be required in order to ensure potential participants have access to needed technical equipment to deploy the service. An eligible CTVCO user can either purchase the equipment at their own expense or apply to the Telecommunications Equipment Purchase Program (TEPP) via Wisconsin Public Service Commission's Universal Service Fund program.

The traditional TRS call volume and an overall WTRS expenditure have been lower than what DET has projected during the life of Hamilton's contract. Therefore, DET has removed a maximum of five (5) new Captioned Telephone users per month effective October 2006. As of July, the total number of Wisconsin Captioned Telephone users has been using Captioned Telephone Relay Service is 438.

## **V New Request for Proposal in Progress**

DET is working on to issue its fourth RFP around July 2008 since the inception of Wisconsin TRS program. This RFP will continue to be designed in meeting or exceeding the rules pertaining to Title IV of the ADA. The RFP also will be asking for technology, which is not required under the current rule, but may be in the future.

## Tab 2

# Contract Status



**Wisconsin**  
**Telecommunications**  
Relay System

### **TRS Contract Status**

Hamilton Telephone Company d/b/a Hamilton Telecommunications is operating the Wisconsin Telecommunications Relay System under contract with the Wisconsin Department of Administration. The term of the current contract is effective February 1, 2004 through January 31, 2007 and shall automatically renew for two additional one-year terms, the first of which has been exercised.

Hamilton provides TRS service for the State of Wisconsin from an in-state center located at 8383 Greenway Boulevard, Suite 90, Middleton, Wisconsin.

The Wisconsin Telecommunications Relay System provides relay users with a complete relay service package which includes all features and services as listed in Appendix A of this filing, including a "self-learning" database that captures speed of equipment for each customer on the first initial call through the relay. Error Correcting software, Carrier of Choice, a variety of call types using VCO and HCO, a customer profile database and much more are part of the WTRS' relay package. Training for Communication Assistants is continual. WTRS also has developed an extensive outreach program for the State of Wisconsin. The Outreach Team in Wisconsin hosts user group meetings, focus group meetings, present relay information at conferences, attend and host organizational meetings and other related workshops for both hearing and non-hearing groups, give in-home demonstrations, answer questions and perform many other important outreach functions. For a complete list of the types of outreach activities Hamilton has completed, please refer to Appendix G.

# Tab 3

## Operational Standards



**Wisconsin**  
**Telecommunications**  
Relay System

#### **47 C.F.R. § 64.604 - Mandatory minimum standards.**

*The standards in this section are applicable December 18, 2000, except as stated in paragraphs (c)(2) and (c)(7) of this section.*

*(a) Operational standards—*

*(1) Communications Assistant (CA).*

- (i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.*
- (ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.*
- (iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.*

The Wisconsin Telecommunications Relay System requires Communication Assistants to be sufficiently trained to effectively meet the specialized communications needs of individuals who are deaf, hard of hearing, and speech impaired. WTRS Communication Assistants also have competent skills in typing, grammar, spelling, interpretation of type written American Sign Language, and familiarity with hearing and speech disability cultures, languages and etiquette. Before taking the first call, Communication Assistants are prepared to relay calls in a fashion that exceeds FCC standards. Below WTRS demonstrates how it hires and trains its CAs to meet the proficiency standards stated above.

The following exams are given to each applicant before hiring to ensure that the candidate has the needed skills to become a fully trained Communication Assistant:

- (1) Spelling test (must achieve at least 90% correct)
- (2) Reading skills (must be able to read clearly and distinctly)
- (3) Typing test

#### **Spelling Skills**

The minimum spelling skills required of WTRS Communication Assistants is the ability to quickly and easily spell words that are equivalent to that of a beginning college level conversation. The spelling skills exam includes words that are a part of the 12th grade spelling level. Communication Assistants must pass a spelling exam to be eligible to work for WTRS. Following is a sample spelling test an applicant must pass before being hired as a WTRS Communication Assistant.

## Spelling Exam

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Circle the correct spelling.

- |     |               |               |              |
|-----|---------------|---------------|--------------|
| 1.  | COPERATION    | COOPERATION   | COPPERATION  |
| 2.  | REFFERRAL     | REFERAL       | REFERRAL     |
| 3.  | BUSNESS       | BUSINESS      | BUSSINESS    |
| 4.  | BROCHURE      | BROSHURE      | BROUCHURE    |
| 5.  | POSABLE       | POSSIBLE      | POSSABLE     |
| 6.  | INSURANCE     | ENSURANCE     | INSURENCE    |
| 7.  | SUBSCRIPTSION | SUBSCTIPTTION | SUBSCRIPTION |
| 8.  | CATALOG       | CATILOG       | CATOLOG      |
| 9.  | CUSTOMER      | COSTAMER      | CUSTUMAR     |
| 10. | SUBMITTED     | SUBBMITTED    | SUBMITTED    |
| 11. | ANSER         | ANSWER        | ANSWUR       |
| 12. | ADDRESS       | ADDRES        | ADRES        |
| 13. | EXTINTION     | EXTENSION     | EXTENSIEN    |
| 14. | LITATURE      | LITERATURE    | LITERITURE   |
| 15. | RECEIVE       | RECIEVE       | RESEIVE      |
| 16. | SORCE         | SOURCE        | SOARCE       |
| 17. | INFORMATION   | INFORMATIEN   | INFORMATION  |
| 18. | PHYSICAL      | PFYSICAL      | PHISYCAL     |
| 19. | COMMITMENT    | COMMITTMENT   | COMITTMENT   |
| 20. | PRAIRE        | PRAIRIE       | PRARIE       |

## **Basic Skills in Reading, Speaking, and Writing English**

WTRS Communication Assistants must meet all necessary grammar proficiency requirements including reading, speaking, and writing English grammar prior to employment. Communication Assistants are required to demonstrate English grammar skills at a minimum of a 12th grade level. WTRS tests for these skills, diction, clear and articulate voice communications, and a neutral accent by requiring each prospective CA to complete the reading exam which follows:

### **Reading Exam**

There is a new wind blowing through the quality profession. It is bringing some very different messages to those of us who manage and support the quality functions of our organizations. These messages tell us about quality in ways that are hard to reconcile with our traditional understanding of quality. They are messages like "quality is customer satisfaction" or even "quality is customer delight"; "quality people do quality work" and "quality is the expression of human excellence."

We have difficulty with the messages because, as one quality professional noted, "I don't know how to develop specifications from these ways of thinking about quality. "It is a real dilemma because our history and technology have been built upon our ability to specify, measure, and control. As long as these specifications have been based on objectively measurable phenomena like length, weight, hardness, frequency, etc., we can set standards and develop control procedures based on these standards. Now we are confronted with a way of understanding that is expressed as customer satisfaction or even customer delight. How are we to translate this into specifications and standards?

### **Ability to TYPE at 60 wpm**

Wisconsin Telecommunications Relay System Communication Assistants must TYPE 60 words per minute. **WTRS exceeds this service level by requiring CAs to maintain a 95% accuracy level in addition to 60-wpm typing.** WTRS has calculated average typing speed and accuracy in the Wisconsin Relay Center. The Wisconsin Center has an average typing speed of 74.8 wpm with 98.3% accuracy.

WTRS administers pre-hire tests to determine the typing speed and accuracy of each applicant. This testing procedure is designed to identify applicants who have the ability to reach 60 wpm with a 95 percent accuracy level within a three-week training period. WTRS CAs must pass an oral-to-text typing test at a 60-wpm level with 95 percent accuracy in order to take calls on the relay floor. WTRS subtracts all errors to calculate typing speed.

WTRS makes use of a computer based typing program for enhancing keyboarding, spelling and grammar skills. This is a program that Communication Assistants can enter at various levels and continue to progress and is a very effective method of self-improvement. WTRS has made computers and space available in all of our centers for Communication Assistants to use this software. WTRS also conducts regular typing tests. WTRS tests its CAs every four months in a manner which simulates actual working conditions to document current proficiency levels of the Communication Assistants and to make sure CAs are making progress over the term of their employment.

### **Initial training:**

The training schedule used by WTRS can be found in Appendix B. A great deal of time is dedicated throughout the training process to instruct Communication Assistants on the proper

phrasing of typed ASL "gloss" and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of deaf, hard-of-hearing and speech impaired users, the role of the CA, and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff who are familiar with the deaf and speech disabled communities, observation, both simulated and live calls, and a variety of role play scenarios. WTRS CAs are well trained to effectively meet the specialized needs of hearing and speech-disabled individuals as explained below.

All newly hired employees undergo training in the areas of American Sign Language syntax and grammar, deaf/speech impaired culture, and ethics and confidentiality before considered a fully functional employee.

WTRS uses a variety of trainers throughout its training period. WTRS has a Training Coordinator who is responsible for the overall program. This person performs all classroom training and leads role-play activities. In addition, WTRS' outreach employees and Communication Assistants all play a role in training. Outreach employees teach relay user culture while Communication Assistants share general knowledge about the relay and assist with role playing activities.

CAs are introduced to basic ASL training during the first three weeks of employment. The fundamentals of ASL training include in-depth information on the deaf syntax, culture, and basic limited signing.

In addition to basic training during new hire training, WTRS hosts several on-site classes throughout the career of each CA related to refreshing and expanding information learned in the initial training classes.

In order to become a STS CA, an individual must pass the same tests as traditional CAs, meet the strict STS criteria and pass an STS exam. Once a CA has been accepted into the STS Program, he/she receives specialized STS training.

During the training, STS CAs learn about speech disabilities and are given specific strategies to use in order to facilitate calls between STS users and end users. STS CAs also receive detailed training on STS policies and procedures. As follow-up to the initial training, the STS Program Supervisor continually educates all STS CAs on speech disabilities, their respective implications and etiquette, through the use of a STS newsletter, STS Resource Library materials (articles, books, videos, etc.), workshops, and in-service meetings.

WTRS Spanish Communication Assistants must complete the same training as all traditional Communication Assistants plus pass additional test showing proficiency in the Spanish language.

### **Interpretation of Typewritten ASL**

WTRS trains CAs to translate limited written English to correct spoken English via intensive training in three areas. First CAs are trained to gain an understanding of how communication impaired people write English and why. This includes syntax, abbreviations, etc. WTRS then



instructs CAs on the proper ways to translate this form of English into correct written English. Finally, WTRS CAs are taught how to translate from limited written English to correct spoken English. By developing skills in these three areas and in this order Communication Assistants are much more capable of translating relay calls. WTRS uses videos, manuals, observation and a variety of role-play scenarios to practice these skills.

At the beginning of the training period, each Communication Assistant receives a manual covering syntax. This manual has proved to be a valuable tool for Communication Assistants as they develop their skills in this area. As a result of this manual and other types of classroom training, WTRS Communication Assistants are able to translate calls from limited written English language into English for the hearing party. Before relaying calls, WTRS CAs must pass a proficiency exam which tests the skills needed to meet this requirement.

In addition to the training described above, WTRS' relay provider has also developed an intensive translation program. This program was designed by a past President of the Registry of Interpreters for the Deaf and goes into great depth on how to perform translations from limited written English to correct spoken English and vice versa.

### **Proficiency Examinations**

WTRS Communication Assistants begin relaying calls at the end of the three-week training period if all proficiency skills are met including the fundamentals of ASL. WTRS uses several different testing mechanisms to ensure the highest quality standards in the industry. The exams measure skill levels in typing, spelling, dictation, relay procedures, including emergency call handling, characteristics of ASL as it may be reflected in the written language of TTY users, deaf, hard of hearing and speech disabled cultures, ethics and confidentiality, and professional judgement. Part of the exam process is performance based - the Communication Assistant must successfully complete several relay call scenarios. All other sections are quantifiable. WTRS can then determine that a Communication Assistant is meeting and exceeding all minimum FCC proficiency requirements. Tests are not available to CAs prior to testing (all tests are kept under lock and key) and portions of the tests are changed routinely. Any CA who cannot pass this examination within a three-month probationary period will not be utilized as a relay CA. CAs are tested on a variety of topics monthly to ensure that each CA continues to meet all requirements. WTRS retains all documentation of testing.

The performance-based testing used by WTRS consists of several relay tests calls. A variety of call scenarios is given to the CA to complete. Supervisors "grade" the CA on his/her ability to set-up the call, make appropriate billing arrangements, relay the call, typing and spelling accuracy, and overall proficiency of translating written ASL (when requested) and tone of voice. Various types of relay calls (i.e. VCO & HCO) are also tested.

During performance based testing Communication Assistants must demonstrate a clear understanding of deaf culture, ethics and confidentiality and professional judgement. These calls also test the CAs knowledge of relay procedures, conveyance of non-TTY and TTY user's tone of voice or expressive words.

### **CA Performance Monitoring to Ensure Each CA Continues to Meet all Requirements**

Through its relay provider's advanced relay platform, WTRS has established a unique "remote" call monitoring system. WTRS uses this call monitoring system to perform monthly evaluations. In Appendix E you will find the forms used to evaluate Communication Assistants. Such things as proficiency and professionalism, procedures, language, voice quality, decorum, and professional knowledge and skills are evaluated each month.

WTRS believes quality assurance is of the utmost importance. As a result, WTRS is constantly monitoring its Communication Assistants. Formal call evaluations are completed each month as well as informal "spot checking" every day to insure that Communication Assistants are performing properly on every call.

Monitoring staff are able to remotely monitor Communication Assistants so that the CA does not know when he/she is being monitored. Call monitoring can be performed at any time to ensure that all CAs are delivering high quality service on each call. Feedback is immediately given to each CA upon the completion of call monitoring.

Scores from the call monitoring are calculated and given to the CA so that progress and improvement can be tracked each month. In addition, a "center" report is generated that allows WTRS to monitor overall quality improvements. This system allows WTRS to set quality improvement goals for individuals as well as for the entire center.

Through call monitoring or as a result of poor test scores, any CA not in compliance with quality standards is pulled off the relay floor for further training and re-testing. These CAs are put on probation and monitored frequently to ensure continued improvement.

Quality measurements give WTRS an accurate picture of each Communication Assistant's skills as well as a record from which improvement plans can be built and future progress measured.

*(v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.*

**WTRS, as a matter of practice, does not change Communication Assistants during a call. Even at the end of shifts, over lunch hours, and other breaks, WTRS CAs stay with a call until it is completed. Our experience has been that this provides much greater continuity for the user.**

WTRS only substitutes a CA if the following should occur:

- **A caller requests a change in gender of the CA**  
WTRS Communication Assistants, when requested, will switch a call to another Communication Assistant who is of the gender requested by the caller and retain that gender for the user throughout the relay call.
- **Verbal abuse or obscenity is directed to the CA**

If a relay user becomes abusive towards a CA (calling names, etc.) or does not give a number to dial, WTRS' procedure is to send a hot key requesting the number to call three times, waiting approximately 20 to 30 seconds between each time the hot key is sent. If the CA is still being harassed or is not given a number to dial, a supervisor is called. The supervisor will try to process the call. If abuse continues or there is no response, a disconnect slip will be completed.

- **The call requires a specialist (Spanish language, speech to speech, etc.)**
- **A perceived conflict of interest exists**
- **Or another major emergency exists**

A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA).

If a call does need to be transferred, another CA replaces the CA relaying the call at the same workstation (using the same gender as requested), so that the relay user's call is not interrupted (except to identify the new CA to both parties). A supervisor monitors the change and must approve the change based on the criteria listed above.

Most relay centers have a common practice of substituting agents in the middle of calls to accommodate breaks, quitting times, etc. WTRS does not. WTRS is also willing to pay over-time for this type of service. **WTRS exceeds the FCC standard for substitution of Communication Assistants for TTY-based TRS, VRS calls and Speech to Speech TRS.**

*(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.*

WTRS Communication Assistants, when requested, will switch a call to another Communication Assistant who is of the gender requested by the caller and retain that gender for the user throughout the relay call. The identity of each CA is kept confidential.

If a call does need to be transferred, another CA will replace the CA relaying the call at the same workstation (using the gender as requested), so that the relay users' call is not interrupted (except to identify the new CA for both parties). A supervisor monitors and approves the change.

*(vii) TRS shall transmit conversations between TTY and voice callers in real time.*

WTRS transmits conversations between TTY and voice callers in real time. WTRS provides real time text to voice and voice to text calls in which a deaf, hard of hearing or speech disabled person utilizing a TTY or another form of text telephone can communicate over the existing telecommunications network with a non-TTY user (and vice-versa) through the voice assistance of the relay service (Communication Assistant).

*(2) Confidentiality and conversation content.*

*(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and*

*with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.*

*(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.*

The Wisconsin Telecommunications Relay System Communication Assistants are prohibited from disclosing the content of any relayed conversation, regardless of the content, and from keeping records of the content of any conversation beyond the duration of a call. Communication Assistants are also prohibited from intentionally altering a relayed conversation. WTRS Communication Assistants type everything verbatim unless one of the relay users involved in the conversation requests summarization or translation. At this point in time, the CA gains permission from the other party involved in the call. If both parties agree to translation, the CA will then begin to translate the call. Relay users who always want translation, can select this option on the customer profile.

All WTRS STS CAs have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. Speech to Speech CAs are given the ability to keep records of the content of any conversation and retain information from a particular call in order to facilitate subsequent calls if requested. Speech to Speech CAs will also repeat any information (without the Speech to Speech user having to say the same thing each time) during subsequent calls if requested to do so. Speech to Speech CAs only retain this information for as long as it takes to complete the subsequent calls.

All WTRS Speech to Speech CAs are permitted to facilitate a call for a user with a speech disability if the user does not oppose the intervention. STS CAs do not interfere with the independence of the user; the user maintains complete control of the conversation.

### **Policies of Confidentiality**

WTRS' relay provider understands the importance and is experienced at relaying conversations promptly and accurately while maintaining the privacy of persons who use telecommunications relay services. All calls handled by the Wisconsin Telecommunications Relay System are totally confidential; no written or electronic script or record of any type is kept beyond the duration of the call. WTRS Communication Assistants and supervisory personnel understand that they shall not reveal information about any call, at anytime, regardless of content except the minimum

necessary for billing purposes. All relay personnel are required to sign a Pledge of Confidentiality promising not to disclose the identity of any callers or fellow Communication Assistants or any information learned during the course of relaying calls during their period of employment as a Communication Assistant or after termination of employment. When relaying calls or analyzing data, Hamilton follows all confidentiality practices listed here.

Following is a general outline of some of the policies WTRS uses to preserve confidentiality:

1. All Communication Assistants are given thorough training on the significance and importance of maintaining confidentiality from both a legal perspective and a moral perspective.
2. Before being allowed in the relay service center and before taking any live calls, Communication Assistants are required to sign a Pledge of Confidentiality. (See Pledge of Confidentiality further in this section).
3. All Communication Assistants, prior to taking any live calls or being allowed in the relay center, are given a copy of WTRS' policies of confidentiality in addition to a copy of their signed Pledge of Confidentiality.
4. WTRS' policy requires immediate termination for any violation of confidentiality.

WTRS has additional protocols in place to prevent an unintentional disclosure of relayed conversations. The Communication Assistants' Procedure Handbook includes rules and regulations which must be followed to prevent any unintentional disclosure of confidential information. A whole section of this handbook is dedicated to the importance of confidentiality. From day one of the training program, Communication Assistants are taught how to work in a "confidential" environment.

The actual physical facility, in which the Communication Assistants perform their specialized duties, is located in a physically separated, private room, at the offices of Hamilton at 8383 Greenway Boulevard, Suite 90, Middleton, Wisconsin, 53562. The room is clearly marked prohibiting any unauthorized access.

#### **Confidentiality During Training**

When training new Communication Assistants by sharing past experiences, trainers do not reveal any of the following information:

- (1) Names, genders, or ages of the parties involved in the call
- (2) Originating or terminating points of the call
- (3) Specifics of the information conveyed

#### **Discussion of Calls**

WTRS Communication Assistants understand that they shall not discuss, even amongst themselves or their supervisors, any names or specifics of any relay call except in instances of resolving complaints. WTRS Communication Assistants also understand that they may discuss the general situation surrounding a call with their supervisor in order to clarify how to handle a particular type of relay call and for that limited purpose only. Communication Assistants are

trained to ask questions about procedures without revealing names or specific information that will identify callers. They are also trained to recognize emergency or life threatening situations and understand those circumstances in which the Communication Assistant may disclose names and specific information in order to expeditiously address the situation.

**Watching or Listening of Actual Calls**

No one is allowed to watch or listen to actual calls other than the Communication Assistant.

## PLEDGE OF CONFIDENTIALITY

I, the undersigned Relay Service Communication Assistant for the Relay Center, do hereby recognize the serious and confidential nature of this position and therefore promise in all good faith and conscience to abide by the following guidelines:

- 1) Under no circumstances will I disclose to an individual the identity of any caller or information I may learn about a caller while relaying his/her messages.
- 2) Under no circumstances will I act upon any information I may learn while relaying a call.
- 3) Under no circumstances will I disclose to anyone the names, schedules or personal information of any fellow Relay Service Communication Assistant or supervisor working at the Relay Center.
- 4) I will not share any information about a caller with any person with the exception of relay center supervisory personnel and then only to the extent necessary to resolve complaints, collect or clarify personal information necessary to provide and bill for relay services, such general information as may be necessary for the supervisor to assist in clarifying how to process a particular type of relay call, and such specific information as may be necessary for a supervisor to assist in expeditiously addressing an emergency situation.
- 5) In the event of my resignation or termination of my employment, I will continue to hold in strictest confidence all information related to the work I have performed as a Relay Service Communication Assistant.

Name (sign) \_\_\_\_\_

Name (print) \_\_\_\_\_

Date \_\_\_\_\_

### **Violation of Confidentiality**

WTRS' policy requires immediate termination for any violation of confidentiality.

Any of WTRS' Communication Assistants or supervisors who, after an investigation have been found to violate the confidentiality rules and regulations will be terminated immediately. If a consumer would allege a violation of confidentiality and the same was reported to the relay center or to the Wisconsin Department of Administration in any manner, WTRS' policy would be to first investigate the alleged violation internally and make a written report both for the complaint file of the relay service as well as for the personnel file of the individual or individuals alleged to be involved. If a violation was found to have occurred those parties responsible for the violation would be terminated immediately.

#### *(3) Types of calls.*

*(i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.*

*(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.*

*(iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.*

WTRS does not and will not place any restrictions on the length or number of single or sequential calls placed by customers through the relay center. WTRS has never requested that a relay user finish early. WTRS will continue to manage its traffic loads in a manner which will not require it to ask customers to call back later under any circumstances.

WTRS is capable of processing non-coin-sent paid calls, sent-paid calls, collect calls, person-to-person calls, international calls, hotel calls and calls charged to a third party. WTRS also is able to process credit cards, any Wisconsin local exchange calling cards and all non-proprietary interexchange company calling cards that are accessed by dialing an 800 number. This includes all major interexchange company calling cards. Relay users simply inform WTRS CAs when they want to use an alternate form of billing. The CA selects the correct billing method from an on-screen menu and the call is then placed. The customer's carrier of choice bills the call (based on conversation time) for intralata, interlata, and international calls.

### **Coin Sent Paid**

WTRS is capable of handling any call normally provided by common carriers with the exception of coin sent paid calls. Coin sent paid calls cannot be processed through the relay due to a lack of existing technology. The technology and networks between the common carrier network, payphones, and relay do not allow for signaling to be passed so that a Communication Assistant can determine when coins have been dropped into the payphone. The FCC ordered that coin sent paid calls are not feasible.



WTRS does not charge relay users who want to place a local call from a payphone as stated in the current FCC coin-sent paid order.

Relay users making a long distance call from a payphone are able to use a calling card (debit card, regular calling card, etc.) or place a collect or third party call. The customer's carrier of choice then rates and bill any long distance payphone calls. Once billing has been established the call is processed as a regular relay call. In this manner, all relay users have access to anyone from a payphone.

### **Cellular/Wireless/PCS Phone Access**

WTRS is capable of processing relay calls that involve pagers, cellular and personal communications services. These services are all part of the Public Switched Network and they are handled just like any other relay call. The relay switch is compatible with the Public Switched Network. There is no difference in how voice or text initiated calls through relay are processed over wireless devices.

WTRS treats wireless call types just the same as any other call type and processes the call identically ensuring accurate billing by the wireless provider. WTRS has DTMF boxes at each workstation to perform dialing or access functions for relay users. DTMF boxes send tones that activate automated voice systems and pagers. Relay users can use wireless devices to call through relay including pagers. With DTMF capability, WTRS can navigate voice menus, answering machines, or any other automated system that either record or passes on voice, text, or electronic message to the other party even when using a wireless device.

The only time WTRS has experienced difficulty with wireless services is when a call originates from a non-feature group D office (that does not forward the correct ANI information). Although the majority of the time, this is not an issue, there are occasions when a wireless switch sends false ANI information on wireless calls and the CA needs to ask for an alternate form of billing.

For calls originating in areas where false ANI information is forwarded, WTRS' provider has developed an interim solution. The relay switch identifies wireless calls. When a wireless call has a false ANI associated with it, WTRS processes the call as "no bill" preventing the relay user from having to use alternate form of billing.

### **Directory Assistance**

WTRS gives all relay users access to local, intrastate and interstate directory assistance services via the relay and processes directory assistance requests in the same manner as any other relay requests.

Upon receiving the area code from the relay user, the CA dials the correct area code plus 555-1212. When reaching the directory assistance operator, the CA identifies the relay and asks for the city and state the user has given while at the same time keeping the relay user informed. When the correct number has been obtained the call is handled as a regular relay call.

- **End User Billing for Directory Assistance**

The relay user can pick which carrier they want to use for directory assistance. The relay user's carrier of choice bills for interlata and intralata directory assistance calls at their tariffed rate. With intralata presubscription, all billing is performed by the customer's carrier. All directory assistance calls are sent to the customers' carrier of choice for processing and billing. WTRS does not set any rates for long distance or operator assisted calls since the customer's carrier of choice bills these calls. All directory assistance calls are billed via the customers long distance carrier.

**WTRS will continue to meet and adhere to all FCC requirements for all types of calls.**

### **Network Access**

WTRS provides functionally-equivalent network access for Wisconsin Relay users. This includes access to local, intrastate (including intralata and interlata), interstate, and international call types.

WTRS' system provides for and serves all of the following types of calls. All trunks today are provisioned to be accessible from any jurisdiction.

- (1) Local calls originating and terminating within Wisconsin, including EAS and optional calling plan calls
- (2) Intralata, interstate calls which are considered local calls – Billed to the TRS Interstate Fund (NECA)
- (3) Intralata calls originating and terminating within Wisconsin
- (4) Intrastate, interlata calls originating and terminating in Wisconsin
- (5) Interstate calls that originate within Wisconsin and terminate outside of Wisconsin - Billed to the TRS Interstate Fund (NECA)
- (6) Interstate calls that originate outside of Wisconsin and terminate in Wisconsin - Billed to the TRS Interstate Fund (NECA)
- (7) Interstate calls that originate outside of Wisconsin and terminate outside of Wisconsin - Billed to the TRS Interstate Fund (NECA)

WTRS 800 numbers, including 711, are able to place call types 1-7. WTRS' service is designed so that all calls made through its relay centers are billed from the originating telephone number to the terminating telephone number as if the call were made directly with no relay intervention. The relay platform includes necessary information about extended area service and optional calling plan arrangements in Wisconsin so that calls made within an EAS area or optional calling area are not billed to the customer. ANI information appears at the workstation automatically and the terminating number is keyed in by the Communication Assistant so that a billing record can be created. For calls originating in areas where ANI information is not forwarded, WTRS Communication Assistants will key in originating number information.

WTRS does not charge users of Wisconsin Relay for use of the relay service. Users access the relay service via toll-free 800 numbers, which are accessible anywhere in the United States or by dialing 711. Calling and called parties bear no charges for calls originating and terminating

within the same toll-free local calling area, including all Extended Area Service (EAS) locations and/or local optional calling plan data.

### **Local and Intrastate Relay Calling**

WTRS provides local and intrastate calling to the users of Wisconsin Relay and has obtained the necessary information (NPA/NXX) to build a database to identify the difference between local and intrastate calls (including expanded local information).

WTRS has contacted the LECs within Wisconsin to collect all EAS and local optional calling plan information. WTRS has updated its database within its switching platform and its toll processing system to identify certain NPA-NXXs as toll-free calling areas. Relay users with access to optional calling plans are not billed any more for calls to the specific optional calling area than if they would have called directly through their local network.

The calling party's ANI is compared to the called number. The relay database used by WTRS determines if it is a local or intrastate toll call and gives the Communication Assistant notification if billing information is required. If it is a local call, no billing arrangements are necessary and there are no charges. If it is a toll call, WTRS sends the call to the customer's carrier of choice for billing purposes.

The entire call process and CA procedures used by WTRS are designed to make the relay center seem invisible. To the relay user, a call looks like it was placed from his or her primary location to the call destination. **Relay users do not see or get billed for the "links" going to and from the relay center. Relay users receive no billing for local calls. Intrastate/intralata calls are billed by the customer's carrier.**

### **Access to Regionally Directed Toll-Free Numbers**

WTRS allows access to regionally directed toll-free numbers. Because WTRS passes true Caller ID information, the caller's ANI reflect a Wisconsin number which results in the call being routed to the correct state or regional location.

### **Access to Restricted Toll Free Numbers**

The service provided by WTRS allows access to restricted 800 numbers and other special prefixes. WTRS is providing this service today through an incumbent LEC via re-originating dial tone. WTRS makes sure that all of the relay users in Wisconsin have access to all 800 numbers and other special prefixes.

### **Access to Businesses with Special Prefixes**

WTRS understands that some local telephone companies have abbreviated numbers available for services calls. WTRS will continue to work with Local Exchange Carriers to ensure proper routing and will allow Wisconsin relay users to access businesses with special prefixes.

### **Relaying Interstate and International Long Distance Calls**

WTRS provides interstate and international calling to Wisconsin relay users. As stated in the previous section, WTRS does not bill any long distance calls and thus is not in control of other carrier's discounts for relay calls. WTRS does provide to relay users a list of carriers available

through the relay with customer service numbers so that a relay user can call any long distance company of their choosing to gather rate information, sign up for a relay discount, etc.

Following in this section is a complete description of how users are billed for long distance relay calls.

### **Inbound International Calls**

WTRS provides inbound International calling in which the relay user pays to place a call from an International location to the relay center. WTRS then places the outbound call to a destination in the United States free of charge and relays the conversation for them. All processed International calls are billed to the Interstate TRS Fund Administrator.

### **End User Billing for all Toll Calls**

Interlata (including interstate and international) and intralata long distance toll charges are recorded and billed by the relay users' carrier of choice in the same manner as the carrier bills that customer for direct interstate and intrastate long distance calls. On each interlata and intralata call, WTRS forwards the appropriate information digits, calling number and called number call as part of the call information so that the long distance company can bill the customer directly or through their normal billing mechanisms.

WTRS forwards information on each toll call to the relay user's carrier at the time the relay call actually takes place. The record contains: the originating and terminating numbers and the call type (e.g., person-to person, collect). Interlata and intralata billing records are created by the interexchange carrier as a result of the information digits and calling and called number data being sent to the interexchange carrier at the time the call is made. Long distance charges are based on the originating and terminating numbers. The location of the relay center does not affect billing. **The long distance carrier bills based on conversation time using their own rounding calculations. WTRS does not pass on session time to the carrier so only conversation time is billed by the carrier.** Billing and collection is then the responsibility of the interexchange carrier who carries the call.

The format of the bill for all toll calls are determined by the carrier as WTRS does not bill any relay calls. However, the call digit information will identify the call as a Wisconsin TRS call and will further designate the type of call (i.e. 3rd number call, direct dial call, collect call, and person-to-person call). This allows carriers to correctly identify each relay call on their bill.

All billing to the relay user is based on minutes of conversation and is processed by the relay user's carrier of choice.

WTRS has the ability to place the following call types:

Bill to ANI	Person to Person
Third Party	PP - Bill to ANI
Collect	PP - Third Party
Calling Card/Credit Card	PP - Collect
Prepaid Calling Cards	PP - Calling Card/Credit Card

### **Automated Billing System to Determine Call Jurisdiction**

WTRS makes use of an automated billing system to determine call jurisdiction. WTRS marks on every billing record whether the call is local, EAS, intrastate or interstate. This is done immediately when the call is placed. WTRS performs a second check of call jurisdiction during the monthly settlement process. In addition to redundant jurisdiction look-ups, WTRS also accounts for every minute of relay use. This means that all reports must balance at the end of every month in each jurisdiction category. This additional safeguard ensures that all minutes are accounted for correctly. WTRS bills the Interstate TRS Fund Administrator for all interstate minutes.

*(iv) Relay services shall be capable of handling pay-per-call calls.*

### **Pay-Per-Call Services**

WTRS allows relay users to access intrastate and interstate 800, 900 and 976 pay-per-call services in which the company providing the service bills the end-user directly. **WTRS has established the necessary trunking to the carriers participating in relay equal access so that the carrier can bill directly for this call.**

A relay user simply calls the TTY relay number and gives the 800, 900 or 976 number to the CA. The CA places the call as usual and begins relaying the call. On all 900 or 976 numbers, WTRS CAs type the dollar amount per minute associated with the call to the TTY user and asks him/her if he/she want to continue the call before charges begin. **This is the point in which callers can disconnect without being charged.** The calling party is billed for the call by the 900-service provider or the carrier, whichever is appropriate. The WTRS relay provider bills the Interstate TRS Fund and the Wisconsin Department of Administration using the percentage split defined by the Interstate TRS Fund Administrator for 800, 900, and 976 calls.

Customers who do not want 976/900 calls made from their telephone line through the relay, can complete a customer profile form. The customer profile contains an option that will block 900 and 976 calls made through the relay. This prevents anyone from calling a 900 or 976 from that particular telephone line. If someone tries to call a 900 or 976 number through the relay from a line that has a block on it, the CA will receive notification at the workstation that this call is blocked and will not be able to place the call.

*(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.*

### **TTY/ASCII to Voice**

WTRS is able to accept a call from a TTY equipped caller, place a call to a hearing and voice capable caller and translate the voice messages to TTY messages and TTY messages to voice messages in order to complete the communications link. Following is an explanation of how WTRS processes its TTY/ASCII relay calls.

Once the call is connected, the Communication Assistant sends a macro:

"WTRS CA# \_\_\_\_\_ M/F number to call pls Q GA." The Communication Assistant dials the number requested and informs the TTY user of the status of the call via the keyboard (dialing, ringing, line busy, party not available, party available, explaining relay, etc.) If the called party has not received a relay call before and the TTY user has not requested otherwise, the Communication Assistant explains what relay is and how it works before beginning to relay the call. The TTY user then types the initial message, and the Communication Assistant verbally repeats this to the called party.

### **Voice to Text Call Processing**

WTRS is able to accept a call from a hearing and voice capable caller, place a call to TTY equipped caller and translate the voice messages to TTY messages and TTY messages to voice messages in order to complete the communications link. Following is an explanation of how WTRS processes its Voice relay calls.

WTRS' Communication Assistant answers: "Wisconsin Relay CA # \_\_\_\_\_. Number to call please." The Communication Assistant extends the call to the called number and informs the voice caller of the status of the call (dialing, ringing, line busy, party not available, party available, explaining relay, etc.). If the called party has not received a relay call before and the voice user has not requested otherwise, the Communication Assistant explains what relay is and how it works before beginning to relay the call. The voice caller then begins the initial message that the Communication Assistant types to the called party.

### **Voice Carryover (VCO)**

Voice Carryover (VCO) provides relay users with the ability to call to or receive a call from a voice-capable caller who is hearing-disabled permitting the caller to speak his or her own message directly to a call recipient who is hearing-capable without such transmission being processed by the CA. The CA then types any conversation spoken to the VCO user so it can be read on the TTY. WTRS allows relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect voice and say "VCO" and WTRS connects the call. **Voice users do not hear tones during a VCO call.**

WTRS allows VCO users to utilize both TTY modes, acoustic mode and direct connect mode. As discussed in detail further in this Tab, a variety of VCO call types are also available through Wisconsin Relay.

The following is a comprehensive description of the method used to achieve this type of service.

A voice person receiving a call from a VCO user will experience the following:

"This is Wisconsin Relay CA # \_\_\_\_\_ with a call from someone who may be deaf or hard of hearing and uses Voice Carry Over. Have you received a relay call before?"

At the same time, the CA will type to the VCO user the terminator's greeting and gender (i.e. HELLO (M)).

If the voice party answers "Yes,"

The CA will VOICE: "Have you received a Voice Carry Over call before?"

If the party answers "Yes,"

The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No," the CA will send a macro (EXPLAINING RELAY) to the VCO user and will voice: "The person calling you through the relay uses Voice Carry Over. You will hear the person speaking directly to you. When the caller says, "Go Ahead", it is your turn to talk. Then I will simply type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say "Go Ahead" when you are finished speaking. One moment and you will hear your caller's voice."

### **Two-Line VCO**

WTRS provides **two-line VCO** capability which allows a VCO user to have a more interactive conversation. By using two telephone lines, the caller can listen to their conversation if they have some hearing available, on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation.

To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

#### **Announcement:**

No announcement unless specifically requested.

#### **Explanation:**

When voice party answers, the CA will type their greeting and gender to the 2LVCO user i.e. HELLO (M)

The CA will continue typing everything voice party says during the conversation. The CA does not use "GA" or wait for "GA" during the conversation. The CA types only what the Voice user says and DOES NOT type what the 2LVCO user says. May summarize if necessary.

### **Reverse Two-line VCO**

WTRS' Two-line VCO feature also works in the reverse when a voice user places a call to a two-line VCO user through relay. It is then called Reverse Two-line VCO.

### **VCO-TTY and TTY-VCO**

WTRS provides this service in which VCO users can call a TTY user (or vice versa) through the relay. The VCO user voices his/her conversation which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

**Announcement to TTY Terminator:**

The CA will type: WTRS CA# \_\_\_\_ with a call from vco user (gender) ga

**CONVERSATION BEGINS**

The VCO user voices his/her conversation which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

**Explanation to TTY Terminator:**

I will type your caller's conversation to you. You will type directly to them.

In addition, WTRS will provide VCO to TTY or ASCII services as well as all other combination of call types involving VCO.

**VCO-VCO**

This service allows two VCO users to contact each other through the relay. WTRS provides VCO to VCO service where the CA types to both parties, preventing the VCO users from having to type their part of the conversation.

**Announcement:**

The CA will type: "WTRS CA# \_\_\_\_ with a call from vco user (gender) ga"

When the terminator requests VCO, the CA will connect VCO and type: "VCO on ga"

**CONVERSATION BEGINS**

The CA will then type all conversation from the terminator to the originator and vice versa.

**Explanation:**

"The person calling you is also using Voice Carry Over. I will type your voiced responses to each other."

**Hearing Carryover (HCO)**

This feature allows relay users to place calls to or receive calls from a hearing-capable caller who is speech disabled permitting the caller to hear the communication directly from the call recipient without such transmission being processed by the CA. The CA then voices any conversation typed by the HCO user to the other party.

WTRS allows HCO users to utilize both TTY modes, acoustic mode and direct connect mode. As discussed in detail further in this Tab, a variety of HCO call types are also available through Wisconsin relay.

A voice person receiving a call from an HCO user will experience the following:

"This is Wisconsin Relay CA # \_\_\_\_ with a call from someone who may be speech disabled and uses Hearing Carry Over. Have you received a relay call before?"



If the party answers "Yes,"

The CA will VOICE: "Have you received a Hearing Carry Over call before?"

If the party answers, "Yes,"

The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No,"

The CA will VOICE: "The person calling you through the relay uses Hearing Carry Over. The caller can hear you and I will simply read your caller's typed response to you. When I say, "Go Ahead", it is your turn to talk. Please talk directly to your caller and say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

### **Two-Line HCO**

WTRS provides **two-line HCO** capability. To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

The CA will identify the call to the voice terminator using the language described in the previous section. If the voice party is not familiar, the CA will use the following explanation:

"The person calling you through the relay uses Hearing Carry Over. The caller can hear you and I will simply read your caller's typed response to you. Please talk directly to your caller."

### **HCO-TTY and TTY-HCO**

This feature allows HCO users to contact TTY users (or vice versa) via the relay. The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

#### **Announcement:**

The CA will type: "WTRS CA# \_\_\_\_ with a call from hco user (gender) ga"

#### **CONVERSATION BEGINS**

The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

#### **Explanation:**

"I will voice what you type to them. They will type directly to your TTY."

## **HCO-HCO**

This service allows two HCO users to contact each other through the relay. WTRS provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the other party's conversation. This is a great relay enhancement and WTRS is pleased to offer it to relay users.

### **Announcement:**

The CA will type: WTRS CA# \_\_\_\_ with a call from hco user (gender) ga

When the terminator requests HCO, the CA will connect HCO and voice: "HCO on ga"

### **CONVERSATION BEGINS**

The CA will then voice all conversation from the terminator to the originator and vice versa.

### **Explanation:**

"The person calling you is also using Hearing Carry Over. You will hear me as I read your typed responses to each other."

*(vi) TRS providers are required to provide the following features:*

*(1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.*

## **TTY to TTY Call Release**

WTRS processes TTY to TTY calls when it is necessary to go through a voice switchboard first, or if the originating TTY user is using a calling card that is accessed by calling an 800 number first. Once the CA reaches a compatible TTY user when placing a relay call, WTRS gives the calling party the option to communicate independent of the relay function. The CA types to the terminating TTY user, "TTY TO TTY CALL ONE MOMENT PLS."

The CA then types to the originating party, "(CA HERE YOU ARE CONNECTED TTY TO TTY WHEN YOUR CALL IS FINISHED CALL BACK TO RELAY TO MAKE A RELAY CALL OR JUST HANG UP ONE MOMENT PLS)."

Once the CA sees the two TTY parties are able to read each other, the CA types, (CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW) GA.

**The CA receives an automated message box with instructions to release the call from the workstation. Once the call has been released from the workstation, the CA is able to take any other incoming calls.**

Using the above procedure, WTRS provides a true call release function to satisfy the FCC requirement, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice).

## **Voice to Voice Call Release**

WTRS provides Voice to Voice call release which allows a hearing user to connect to another hearing user via the Relay. This happening is usually inadvertent. Rather than blocking the call, this feature allows the CA to be "released" from the telephone line without triggering a disconnection between two hearing users. The CA releases the call after the CA connects the originating hearing caller to the hearing called party.

Once the CA hears the two hearing parties are able to communicate with each other, the CA states, "CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW".

The CA receives an automated message box with instructions to release the call from the workstation. Once the call has been released from the workstation, the CA is able to take any other incoming calls.

Using the above procedure, WTRS provides a voice to voice call release function, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice). Once the call has been released from the workstation, the call ceases to be a TRS call and is not subject to the per-minute charge to the State.

## **Speed dialing**

WTRS has developed a customer profile for relay users to indicate calling preferences. Customer profile information is presented to the CA each time the relay user calls the relay and includes the option of Speed Dialing. In the Speed Dialing section of the Customer Profile form, customers list the first name and phone number of people they call often through the relay. When a customer wants to call that person, they simply instruct the CA to call that person. There is no need to give the number to the CA.

## **Three-way calling**

In compliance with the FCC Order released on June 17, 2003, WTRS provides three-way calling capability, in which the customer (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

*(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.*

## **Machine Recording Capabilities**

WTRS has a recording function that allows the Communication Assistant to record a voice announcement and then play back the message at a speed controlled by the Communication Assistant. The CA informs the relay user through the use of a hot key on the CA's terminal that

a recording has been reached, followed by another hot key stating (CA HERE WOULD YOU LIKE COMPLETE MSG TYPED OR HOLD FOR A DEPT OR LIVE PERSON Q).

If a caller requests a department or live person, the CA types, "HLDING FOR DEPT/PERSON" and presses the appropriate option when the recording prompts.

If a caller requests listening to the complete message, the CA sends a hot key that states, "COLLECTING INFO PLS HLD" and the CA continues to collect the recording.

The message is retained for the length of the call. This prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. Keys on the keyboard are used to control the speed of the recording ensuring the message is transmitted accurately by the CA. This makes the recording function very easy for Communication Assistants to use.

Whenever WTRS has to redial to an answering machine, voice mail, interactive voice messaging unit, or any other type of recording system, for whatever reason, WTRS does so without billing the customer for any subsequent long distance relay calls.

### **Answering Machine Procedures**

Communication Assistants are trained to relay recorded messages and leave recorded messages on telephone answering machines or hang up at the request of the caller.

Answering Machine procedures are as follows:

- Communication Assistant informs the relay calling party that an answering machine has been reached.
- The relay user can tell the Communication Assistant to simply leave a message if they do not want the Communication Assistant to type the entire recording. Otherwise, the Communication Assistant types the entire answering machine message. The Communication Assistant records messages and convey the message in its entirety.
- The CA asks the caller if they want to leave a message.
- If the calling party would like to leave a message, the Communication Assistant either voices or types the message onto the answering machine.
- Communication Assistant notifies the calling party that the message has been left.
- The relay customer is only be charged for the first call to the answering machine, if a toll call, regardless of the number of calls that may be required to retrieve and convey the answering machine message and/or to leave a message.

**If the relay user gives the CA directions of how they want the call handled, the CA follows the user's directions. The customer's directions always override established procedures.**

(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

### **Answering Machine and Voice Mail Retrieval**

Communication Assistants are trained in retrieving and relaying TTY messages to voice users and voice messages to TTY users from voice processing systems. Communication Assistants use the following procedures to obtain messages for relay users:

1. The user is informed that the Communication Assistant has reached a voice processing system.
2. If the user requests message retrieval, WTRS obtains the appropriate access codes from the user. WTRS does not retain access codes or any other information needed to access a voice mail system subsequent to the call. *This information is considered "call" information and just like any other call information, is kept totally confidential.*
3. After the voice processing system has been accessed, WTRS Communication Assistants begin to relay any messages that have been recorded or leave a message as requested. WTRS makes use of its advanced recording function to capture this information as discussed previously.
4. If the Communication Assistants must call again to finish relaying any messages, WTRS Communication Assistants do so without billing the end user for subsequent calls.

WTRS alerts relay users to the presence of a recorded message and/or interactive menu. WTRS uses hot keys (automated macros) to announce recordings or interactive messages. WTRS does not charge a relay user for subsequent calls to a recording or interactive messages.

### **Answering Machine Retrieval (Single-Line)**

WTRS provides this service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the CA. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the Communication Assistants by putting the handset near the speaker of the answering machine. The technology used by WTRS records any messages, enabling the Communication Assistants to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the call is completed, the recording is automatically erased when the caller disconnects.

*(4) Handling of emergency calls. Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.*

### **The Procedure used by WTRS for Handling Emergency Calls**

WTRS makes use of a national Emergency Call Relay Center, operated by Intrado, Inc., for the provision of handling emergency relay calls.

WTRS has had great success with Intrado and follows the procedures below:

- If the caller has the local emergency number which needs to be accessed, the call is promptly placed and handled in the same manner as any other relay call.
- In the event that the caller does not have the access number to 911 and the emergency appears to be of such a nature that time will not permit the caller to hang up and call directly to 911, the CA will contact the Emergency Call Relay Center (ECRC) which is accomplished through one stroke on the keyboard.
- Simultaneously, the CA obtains the address from which the person is calling from and selects the "emergency call" box option on the software at the workstation. (A Supervisor assists every 911 call. When a Communication Assistant makes this selection, a Supervisor is notified immediately as a flag indicator on the Supervisor Console is activated.)
- Once connected to the ECRC, the CA will identify as a TTY relay call and relay the location of the caller. (If the CA does not obtain location information, the CA gives the ECRC the ANI of the caller.)
- The ECRC immediately transfers the call to the appropriate PSAP center. The ECRC drops off the call once confirming that both parties are on the line and the correct PSAP has been reached. The CA processes the call as normal.
- WTRS passes the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

#### **Back-up Emergency Procedures**

- As a back-up to Intrado in the event that Intrado is unable to match the caller with the appropriate PSAP, WTRS has procedures in place to access its own emergency database.
- The software used by WTRS relay takes the NPA/NXX information from the ANI of an incoming call and matches it to information in its database. The ANI indicates what city or location a call is coming from. This NPA/NXX information is then cross-referenced to a list of towns and locations in the State of Wisconsin stored in the database. WTRS has mapped each NPA/NXX in Wisconsin to the appropriate PSAP. Once this search is complete (it only takes a second) the correct emergency telephone number is loaded automatically into the "outdial" box and the Communication Assistant can immediately dial the appropriate emergency personnel. This process ensures that Wisconsin Relay users have access to the correct and appropriate PSAP when their call is handled in any Hamilton facility.
- WTRS passes the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.
- If the caller is using a cellular phone, the ANI is not a good indication of where the caller is actually calling from. In this case, the CA asks for the nearest city name and initiates an

automated search for the appropriate PSAP. If several PSAPs are listed for the same city, the CA will try to identify the correct one with a quick question to the caller.

- WTRS' emergency database application described above meets the new requirements established by the FCC.

### **FCC Rules for Emergency Calls**

In the June 2004 order, the FCC adopted the definition of "appropriate" PSAP as "either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner." The database used by WTRS automatically and immediately transfers the caller to the appropriate Public Safety Answering Point based on NPA/NXX information.

The key to providing the best service in emergency situations is to maintain an updated list of Public Emergency Service Answering Point numbers (i.e. 911 centers). WTRS accomplishes this through two mechanisms to ensure that relay users are connected to the appropriate PSAP: 1) through the use of Intrado's 9-1-1 infrastructure and 2) through the PSAP database maintained by WTRS' provider.

### **TTY to TTY Communications Between PSAP and Caller**

WTRS will process direct TTY to TTY communications between the PSAP and the TTY caller.

### **If a Caller Disconnects Before Being Connected to the PSAP**

In the event that a caller disconnects before being connected to the PSAP even if the CA is unable to get the number of the caller before the call is disconnected, the workstation contains a notification feature that initiates a command to write a record of the ANI calling for emergency assistance. The Supervisor can then access this information if needed, so no matter when the caller hangs up, WTRS can send the correct ANI information to the 911 center.

The Supervisor will contact the appropriate 911 center and give the dispatcher any pertinent information collected on the call. This includes ANI for the caller so that if the 911 center has "Enhanced 911 Services", emergency personnel will be able to locate where the person in need is calling from.

WTRS is not intending to be a 911 center; however, as stated above we will not turn away an emergency situation and WTRS will take all reasonable steps possible to get the call placed and summon any necessary help. During the course of any such calls, the CA continually attempts to solicit as much information as possible about the nature of the emergency so that in the event that the caller cannot complete the call for any reason, the CA may have an opportunity to seek out the appropriate emergency assistance. The CA then gives the dispatcher any pertinent information collected on the call even if the originator of the call has disconnected. This includes ANI for the caller so that if the 911 center has "Enhanced 911 Services", emergency personnel will be able to locate where the person in need is calling from. This meets the FCC's new requirement where a CA must pass along the caller's telephone number to the Public Service Answering Point (PSAP) when a caller disconnects before being connected to emergency services. This allows the PSAP to follow their regular procedures, which is to call

back the person calling for help. If time allows, the CA will let the relay user give this information to the dispatcher through normal call practices.

**The emergency call plan used by WTRS follows this section. This covers the scenario of a relay user disconnecting before the call is completed.** If the 911 call is completed, the CA will follow normal relay procedures with the assistance of a supervisor and the caller's ANI is transferred to the appropriate PSAP as described above.



## 911 Procedures

### **If the caller disconnects before the emergency call to the PSAP is completed:**

Call the 911 Dispatch number that is listed in the Emergencyfile.txt or the emergency dispatch numbers file ASAP (all of this is immediately available on the CA's workstation screen). Remember this is a 911 call.

When you reach the 911 dispatch operator use the following steps:

- A. **Greeting:** This is "CA XXXX" from "State" Relay Center. We just received a 911 call that wasn't completed. The caller uses a TTY and may be Hard of Hearing, Speech Disabled, or Deaf. The ANI is XXX-XXX-XXXX.
- B. Ask the 911 dispatch operator if they have a TTY. If they do not proceed to item "C". Ask if they know how to use the TTY. If they don't know how to use the TTY proceed to item "C". If they know how to use the TTY proceed to item "E".
- C. Give the 911 dispatch operator the Voice relay number for the correct state.
  - 1. LA 800-947-5277
  - 2. WI 800-947-6644
  - 3. KY 800-648-6057
  - 4. NE 800-833-0920
  - 5. ID 800-377-1363
  - 6. RI 800-745-6575
  - 7. ME 800-457-1220
  - 8. WY: 800-877-9975
  - 9. IA: 800-735-2943
  - 10. MT: 866-253-4090
  - 11. GA: 800-255-0135
  - 12. WV 800-982-8772
  - 13. AZ 800-842-4681
  - 14. KS 800-766-3777
  - 15. MD 800-201-7165
  - 16. Saipan: 866-339-9384
  - 17. Virgin Islands: 800-809-8477
- D. Ask the 911 dispatch operator if they know how to use the relay. If yes proceed to item "E".
  - 1. Relay Explanation  
The person you are calling through relay will be typing their conversation and the CA will read it to you.
- E. Ask the 911 dispatch operator for their name or operator number. Record this information on the CA's Emergency Call Slip.

Complete the Supervisor Emergency Call Slip in the Emergency Dispatch Numbers folder.

**WTRS currently handles emergency calls as expeditiously and effectively as possible even though the center is not designed to be a substitute for 911 centers.**

Through its outreach programs and outreach materials, WTRS educates relay users about how to use 911 services. As a part of this information, WTRS encourages relay users to call 911 direct and to contact their local emergency service personnel using a TTY to ensure that the 911 center will process a TTY call correctly if there ever were an actual emergency.

In addition, WTRS gives presentations to 911 centers routinely as part of its outreach program. WTRS provides training and other assistance to emergency dispatchers to ensure TTY calls or relay calls are handled correctly.

*(5) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.*

### **Speech to Speech**

STS service allows individuals with a speech disability to use his/her own voice or a speech synthesizer when using the relay. STS users are able to communicate with any and all relay users including but not limited to VCO, HCO, TTY, 2LVCO, other STS users or standard phone users. Specially trained CAs process Speech to Speech calls. STS is also available in Spanish.

WTRS' provision of Speech to Speech meets all FCC requirements for Speech to Speech call processing.

Prior to all outgoing calls, STS CAs verify the number for accuracy and then repeat the number when dialing out. This verification process is repeated for all busy numbers after dialing out and receiving a busy signal.

STS CAs are permitted to facilitate a call for a user with a speech disability if the user does not oppose the intervention as required by the FCC. STS CAs do not interfere with the independence of the user; the user maintains complete control of the conversation. The STS CA may retain information only for subsequent calls.

WTRS provides STS users the same profile and all of the features contained within that profile which are currently available to other relay users. **WTRS has a feature, which allows all relay users, including STS users, to maintain a list of names and telephone numbers. A relay user simply gives the name of the person to call to the CA, the CA repeats the name and state the number of the person to call. The Speed Dial feature is of great benefit to STS users.**

WTRS complies with the 15-minute requirement prior to changing STS CAs. STS CAs understand the difficulties involved in changing CAs and only request a relief under emergency circumstances. A Supervisor must approve and facilitate a STS CA change. WTRS STS CAs

truly care about STS consumers and are willing to stay with a call until completion even at the end of a shift, at lunch time or break time. WTRS exceeds the FCC standard for substitution of STS CAs.

If a change in STS CA is necessary, another CA will replace the CA relaying the call at the same workstation so that the relay user's call is not interrupted except to identify the new CA to both parties. The replacement STS CA will announce, "This is CA# \_\_\_\_ continuing your call." A supervisor monitors the change and must approve the change based on the caller's request or emergency circumstances.

All STS CAs have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. This information is retained only for the duration of the inbound call. STS CAs retain any important information given by the STS user which might be difficult for the STS relay user to repeat (i.e. credit card numbers, telephone numbers, account numbers, etc.) for use in a subsequent outbound call. WTRS places a great emphasis on maintaining the confidentiality of relay users. As a result, all information is destroyed immediately upon termination of the inbound call. The above meets all FCC requirements for Speech to Speech call processing.

With a staff of highly trained STS CAs, WTRS provides the best service possible to an emerging group of relay users.

## Tab 4

# Technical Standards



**Wisconsin**  
**Telecommunications**  
Relay System

*(b) Technical standards.*

*(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.*

WTRS is capable of receiving and transmitting using Voice, Turbo Code, ASCII or Baudot formats, at any speed generally in use. All equipment is compatible with industry-wide standards. The modems used by WTRS can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. WTRS furnishes all necessary telecommunications equipment and software to be capable of communicating with all voice, Baudot and ASCII calls at the correct Baud rate. The workstations and switching mechanisms used by WTRS are flexible enough to process other formats as they become available to relay users.

The Wisconsin Telecommunications Relay System provides Turbo Code, a proprietary alternate protocol developed by Ultratec which allows faster typing speeds and interrupt capability. This alternative protocol is discussed in detail in Appendix A.

*(2) Speed of answer.*

*(i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.*

*(ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.*

*(A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.*

*(B) Abandoned calls shall be included in the speed-of-answer calculation.*

*(C) A TRS provider's compliance with this rule shall be measured on a daily basis.*

*(D) The system shall be designed to a P.01 standard.*

*(E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.*

Wisconsin's Telecommunications Relay System provides adequate staffing to provide callers with efficient access to the relay. The probability of a busy response due to Communication Assistant unavailability is functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Except during network failure, WTRS **answers** ninety percent (90%) of all calls within 10 seconds, on a daily basis and (95%) of all calls within 10 seconds, on a monthly basis, all measurements include abandoned calls. This results in the caller's call immediately being placed, not put in a queue or on hold on a daily basis for the State of Wisconsin. WTRS begins measuring Average Answer time from the moment a relay call arrives at its relay switch (i.e. in the TRS center's network). As soon as the equipment used by WTRS accepts the call from the LEC and the public switched network delivers the call to the TRS center, WTRS starts its call detail record to capture answer time data.

The State of Wisconsin has contract provisions in place to assess its relay provider liquidated damages if these answer seconds are not maintained. Hamilton is meeting this standard today for the State of Wisconsin.

### **Call Blockage**

The WTRS is designed to a P.01 standard. No more than one call in 100 will receive a busy signal when calling the relay center at the busiest hour. WTRS defines "blockage" as any call that arrives at the relay switch but is not answered due to the customer receiving a busy signal.

**There has been no blockage at our switch points because our incoming network capacity is well in excess of any peak load requirements.** Relay users never receive a busy signal from WTRS. If a relay user does reach a busy signal, there is a problem somewhere else in the network that is not under WTRS' control (i.e. local network, long distance network, equipment, etc.) Although very unlikely, in the event the switch used by WTRS is down, calls are automatically rerouted or intercept messages are used rather than busy signals.

The systems used by WTRS are designed to prevent blockage. The switch used by WTRS is a high-speed, stand-alone, **non-blocking** digital switching matrix. The system is fully redundant to insure quality and reliable performance, making blockage or any downtime nearly impossible. The system auto-detects any problems and moves to the secondary system immediately if necessary.

Another measure WTRS has taken to prevent blocking is to use networks that make use of SONET survivability technology. All of the networks controlled by WTRS - from the point a relay user picks up the phone in their home or business, through the relay and then back to the other phone being called - are redundant and can survive fiber cuts and other such outages. This allows WTRS to maintain its zero percent blockage rate.

WTRS measures, records and reports its answer performance and blockage rate information to the Wisconsin Department of Administration and abides by the FCC rules (i.e. a LEC shall provide the call attempt and the rates of calls blocked between the LEC and the relay center upon request).

Hamilton's transmission circuits meet or exceed industry interexchange performance standards for circuit loss and noise. Hamilton has no busies at its center because of a lack of facilities. Hamilton's system is currently provisioned in such a manner that call blockage or busies never happen. This meets the FCC requirements. *In the last 12 months Hamilton has experienced absolutely no call blockage.*

*(3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.*

WTRS provides relay users with access to the interexchange carrier of their choice through the TRS, and to all other operator services, to the same extent that such access is provided to voice users. Interlata and intralata long distance toll charges are recorded and billed by the relay user's carrier of choice in the same manner as the carrier bills that customer for long distance calls made without the relay. On each interlata and intralata call, WTRS forwards the appropriate information digits (identifying the call as a relay call), calling number and called number as part of the call information so that the long distance company can bill the customer at correct functionally equivalent rate through their normal billing mechanisms. Calling card or credit card billing is handled in the same manner. WTRS has provisioned the necessary trunks at each of its relay switching tandems for all long distance companies participating in equal access so that they can receive WTRS relay traffic. WTRS offers equal access to all carriers who choose to participate.

When a call has been defined as a long distance call, WTRS sends this call to its relay switching tandem. The correct carrier code is sent with each call so that the tandem sends the call to the customer's carrier. Each call is identified as a relay call. If a relay user has signed up with his/her carrier of choice for a "relay" discount, the carrier will bill the call as a relay call and pass on any discounts. Relay users will receive one bill from their carrier of choice just like they do for all of their direct calls. WTRS explains this type of billing arrangement through all Outreach and Customer Service activities, in newsletters, relay materials, etc. so that relay users understand how to select a carrier and find the best long distance rates.

WTRS provides relay users with access to all other Operator Services to the same extent that such access is provided to voice users. Operator services are handled in the same manner as explained above. All operator assisted calls are sent to the customers' carrier of choice for processing and billing.

The type of arrangement explained above gives the control to the relay user. The relay user can pick their carrier of choice, receive one bill for all of their calls, and the relay user can shop for the best rates, just like they do today for calls not made through the relay. The relay user can continue to work with one carrier and the relay remains invisible.

The customer profile program used by WTRS is based on the relay users' ANI that provides automatic connection to the carrier of choice for both interlata and intralata calls made by the relay user. Relay users complete a customer profile with their carrier information and WTRS

adds this information to its database. On each subsequent relay call relay users are automatically connected to their carrier of choice. Relay users can also notify the Communication Assistant of their carrier of choice when making a long distance relay call. In the event a relay user elects to change his/her carrier of choice, the Communication Assistant is able to do so. The Communication Assistant will also explain carrier of choice to a relay user when asked.

WTRS offers 1010 dialing through the relay. This service is functionally equivalent to using 1010 services when not placing calls through the relay. In addition to 1010 dial-around, WTRS has 34 interexchange carriers available on its platform.

In order to obtain new carriers on its platform, WTRS contacts all carriers that are requested by Wisconsin relay users to see if they will participate in relay equal access. WTRS then works diligently through ordering and testing phases with that carrier to ensure that the carrier becomes available to Wisconsin relay users. Hamilton maintains a list of participating long distance carriers for the Wisconsin Telecommunications Relay System and makes this information available to relay users.

*(4) TRS facilities.*

*(i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.*

The Wisconsin Telecommunications Relay System provides telecommunications relay service 24 hours a day, 7 days a week.

*(ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.*

The facility used by WTRS has the needed redundancy in switching mechanisms and telecommunication facilities to ensure operation 24 hours a day. WTRS is operated from an in-state center located in Middleton, Wisconsin. WTRS calls automatically overflow during peak volume times and during any failure of switching or telecommunications facilities to other centers operated by the WTRS relay provider. This ensures continuous operation of the WTRS.

### **Switching System**

WTRS makes use of an Excel telecommunications switch. The GS-2000 is a programmable, non-blocking switching system that supports a wide range of digital telephony services. Its open, modular architecture and programmable interfaces allow for simplified and cost-effective application development. The GS-2000 supports up to 2,048 ports in a single high-density system. Its components include a matrix CPU, network interface cards, Digital Signal Processing service cards and SS7 packet engine cards. The GS-2000 adapts to all standard network and line interfaces, including T1, E1, J1, and ISDN PRI.

The InterCall Switch Operating System (ISOS) was developed in response to the need to quickly develop applications on the Excel Inc. programmable switching platforms.



The ISOS can simply be loaded on a UNIX host, and plugged into the switch to offer basic tandem type switching capabilities including routing and call detail records. The ISOS is a fully operational basic switch and has great flexibility.

The workstation application was developed to take advantage of the power and flexibility of the ISOS operating system. It provides a high level of Communication Assistant control processing with complete flexibility to connect any type of call protocol to any other type of call protocol. A database was developed to maintain a profile of each caller to speed up call connections and to provide information for tailored call processing.

**The switching system used by WTRS contains a fully redundant central processing unit on hot standby with automatic failover.** This is to ensure that no calls are dropped due to technical failure. It also has a redundant power supply on hot standby. Backup control and database servers are also on hot standby with automatic failover. WTRS maintains an inventory of spare critical components for the switching system onsite to ensure that the required levels of service are met (listed below).

The switch used by WTRS is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to insure quality, reliable performance. The system utilizes a standard T1 interface that enables it to be linked to other digital switches. All cards and power supplies within the system are redundant which gives us the flexibility to switch from one side of the switch to the other to perform updates or to troubleshoot without interrupting call processing. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary.

The on-sight switching system spare equipment includes:

- D4 channel bank
- All required channel bank cards
- T1 CSU packs
- Switch T-1 card
- Switch conference card

If one of the switching systems used by WTRS cannot be returned to service by transferring control to redundant equipment, the calls automatically will overflow to another switching system. Switching systems used by WTRS are designed to provide a very high level of operational security with two fully redundant processors and power supplies in each switch. Each fully redundant control system, which includes keyboard, monitor and printer capabilities, are used to control and monitor each of the switching systems. **The control systems provide online system monitoring and real-time programming capabilities that will not take the system off-line and the ability to perform preventative maintenance or repair while the system is online.** Remote capabilities are also provided so the system can be remotely monitored, reconfigured or controlled as necessary. All of this is provided to insure the required levels of service are always met.

## Backup Power

The backup power supply system fully complies with and exceeds the requirements for uninterruptible power. An uninterruptible power source with full battery backup is available to operate the WTRS at full capacity for extended periods of time. **WTRS also has automatically activated generator back-up capabilities allowing it to provide relay service for days and weeks at a time during power outages.**

This power system supports the switch system and its peripherals, switch room and CA work site emergency lights and system alarms, CA consoles/terminals, Call Detail Recording, Supervisory and traffic monitoring consoles, Customer Service and administrative phone and voice mail systems, and building security systems.

WTRS' relay provider maintains auxiliary power sources for nine central offices in addition to all its relay centers. All of Hamilton's back-up power systems are comparable to central office auxiliary power sources in terms of time and capacity. Please Appendix C for Hamilton's Disaster Recovery Plan. Please see Tab 2 for contractual information regarding WTRS' uninterruptible power source.

*(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.*

Using flexible software and hardware (i.e. common equipment frames, standard T1 interfaces, windows NT servers, UNIX operating System, etc.) where components can easily be modified in order to accommodate new technology, **the platform used by WTRS is ideal for today's rapidly changing technologically advanced environment.** WTRS' relay provider can quickly add new features and make changes based on the input from relay users and from our internal evaluations. WTRS' relay provider takes advantage of innovations and technological improvements to enhance the State of Wisconsin's relay service.

As a telecommunications company, WTRS' relay provider is on the leading edge of new technology. Hamilton is an Internet provider, cable television provider, computer supplier and a general telecommunications provider. There are new advances in these areas every day. Hamilton is constantly watching for opportunities to use the technological advances in these areas in relay. Hamilton keeps the Wisconsin Department of Administration informed about any new types of technology that become available.

WTRS relies on user feedback a great deal to set its technological development priorities. WTRS is also involved in several industry groups to stay abreast of the latest FCC activities, user needs, and developing technology.

### **Signaling System Seven (SS7)**

**The relay platform used by WTRS has made use of SS7 signaling since February 2002.** The Relay platforms have been retrofitted to deliver Caller ID in the same manner that these services are delivered today in the public switched network (i.e. WTRS provides true Caller ID service where the actual information of the calling party (not the relay center number) appears on the called party's Caller ID box).

Please see Tab 6 for listing of the current technology provided by Hamilton that exceeds the above minimum standards.

*(6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.*

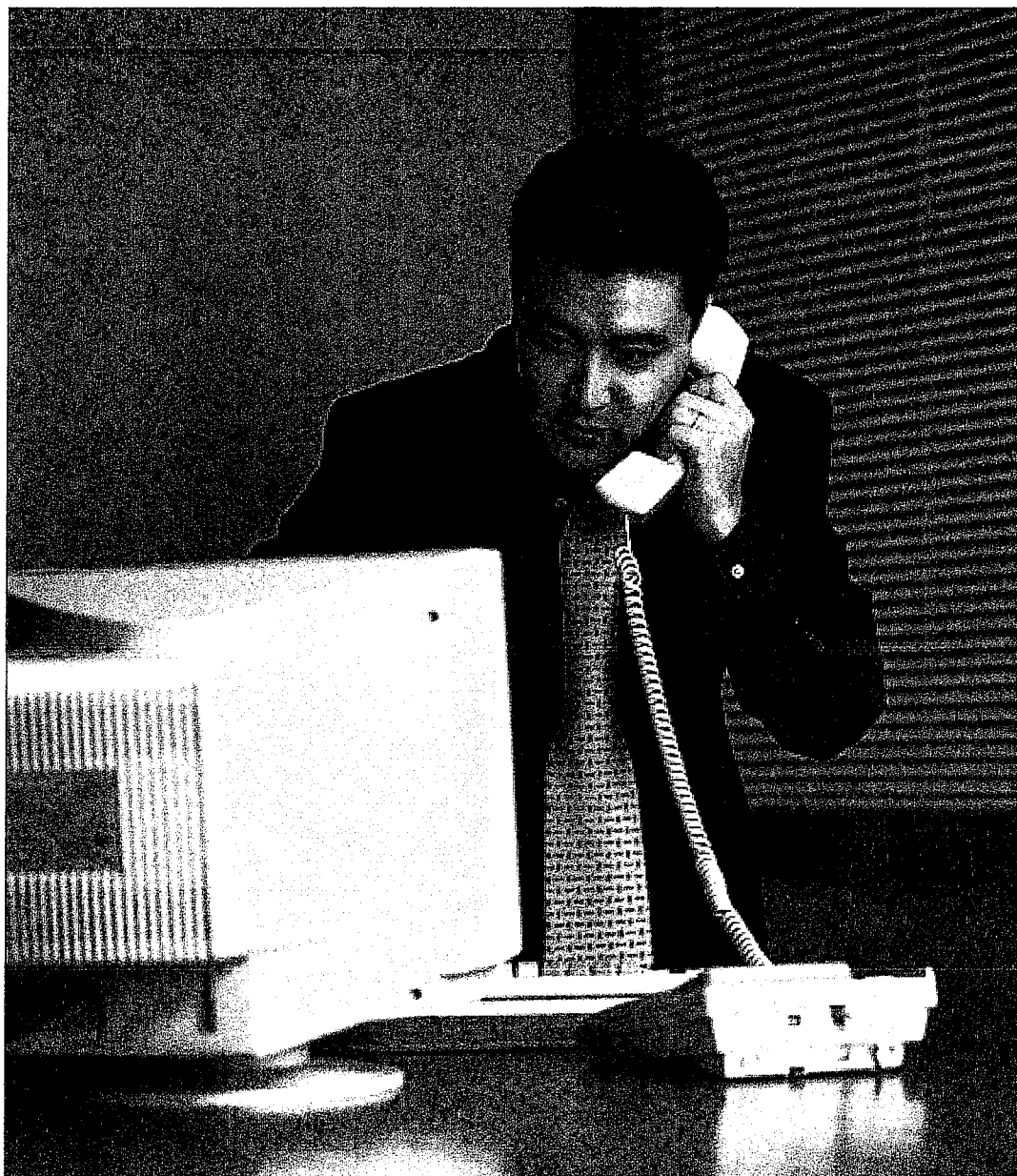
### **True Caller ID**

**Through the use of SS7 signaling WTRS provides true Caller ID service where the actual information of the calling party (not the relay center number) appears on the called party's Caller ID box. WTRS provides this information on all call types and on all carriers. WTRS brings true functional equivalence to Wisconsin Caller ID relay users.**

WTRS receives and passes calling line identification information, **including blocking information** from all users calling through the relay service. If the Caller ID block indicator is enabled on the call when WTRS receives it, the relay caller's number is not passed on to the called party. The call blocking information passes through automatically to the called party with no relay intervention. The relay user has complete control over blocking information with their local phone company. Please see Appendix A for more information.

## Tab 5

# Functional Standards



**Wisconsin**  
**Telecommunications**  
Relay System

*(c) Functional standards--*

*(1) Consumer complaint logs.*

*(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.*

WTRS tracks all TRS complaints and all other customer service activity. WTRS maintains a log of consumer complaints alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service and retains the log for the State until the FCC grants the next application for certification.

All complaints made through the toll-free Customer Service number, the customer inquiry form or on-line feedback form, whether in writing or in person, are documented in the Customer Service database. All resolutions are also documented in this database. **All information is kept on file and available to the Department of Administration and FCC.** Each database record includes the name and/or address of the complainant, the date and time received, the Communication Assistant identification number, the nature of the complaint, the specific relief or satisfaction sought, the result of the investigation, the resolution of the complaint and date of the resolution. The customer service representative responsible for handling the complaint is also indicated.

The Department's complaint log is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data

- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breech
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- CapTel Complaints

*(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.*

WTRS reports complaint activity to the Wisconsin Department of Administration on a monthly basis. The Department of Administration, submits the necessary information to the FCC as required in § 64.601 Mandatory Minimum Standards on an annual basis. The Department of Administration has included copies of its 2002 through 2007 logs in this application for renewal of current state certification. These logs are included in Appendix F. WTRS issues each complaint a Record ID number to enable the Department of Administration and the FCC to quickly and easily identify the details of those particular complaints and contact information of the complainant.

*(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:*

*(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions;*

*(ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and*

*(iii) The physical address to which correspondence should be sent.*

Wisconsin Department of Administration has submitted to the Commission a contact person for TRS consumer information and complaints about Intrastate TRS. The submission includes the name and address of the State office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, web address, and physical address to which correspondence should be sent. Following is the name of the contact at the Department of Administration for those purposes:

Jack R. Cassell, Wisconsin TRS Contract Administrator  
Wisconsin Department of Administration  
101 E. Wilson Street, 8th Floor  
Madison, WI 53707-7844  
Voice: 608-267-0613  
TTY: 608-267-6934  
Fax: 608-266-2164  
Videophone Number: 165.189.92.46 or jackwtrs.homeip.net  
E-mail: [jack.cassell@wisconsin.gov](mailto:jack.cassell@wisconsin.gov)

The Hamilton Telephone Company d/b/a Hamilton Telecommunications, the provider of WTRS, has submitted to the Commission a contact person for TRS consumer information and complaints about Hamilton's service. The submission includes the name and address of the state office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, and physical address to which correspondence should be sent. Following is the name of the contact at The Hamilton Telephone Company for those purposes:

Dixie Ziegler  
Vice President of Relay  
Hamilton Relay, Inc.  
1001 12th Street  
Aurora, NE 68818  
Voice/TTY: 402-694-3656  
Toll Free: 800-618-4781  
Fax: 402-694-5037  
E-mail: [dixie.ziegler@hamiltonrelay.com](mailto:dixie.ziegler@hamiltonrelay.com)  
Website: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

*(3) Public access to information. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services*

*shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.*

### **Community Outreach, Public Relations and Educational Programs**

WTRS provides a community and business outreach program that educates **all** people in Wisconsin about the relay service. This program goes beyond gaining customer feedback. Rather, this program *educates* and markets relay services (i.e. public awareness of 711 and TRS) across Wisconsin. Hearing people hanging up on the relay is still the number one outreach problem. The outreach programs WTRS uses focus on the need to educate the hearing community, as you will see below. This meets the FCC requirements, which calls for outreach to all telephone users. WTRS performs outreach activities for all relay user communities via promotional events, presentations, workshops, and instructional seminars. WTRS always adjusts its programs to meet the specific needs of every audience.

The outreach program WTRS uses specifically targets deaf, hard of hearing, late deafened, deaf-blind, speech disabled individuals as well as their family and friends. WTRS also targets voice users, businesses and professionals, trade shows, civic organizations, public schools and university students. Appendix G contains a list of Outreach activities performed in Wisconsin, copies of directory pages, billing inserts, as well as educational brochures which illustrate the various call types available through WTRS.

As discussed previously, WTRS performs a variety of activities to inform the telecommunications-using public about relay. From attendance at a variety of activities, which cater to relay users, (WTRS participates in Wisconsin organizations' activities that serve relay users) to educating business and professionals, trade shows, civic organizations, public schools and university students and other groups about relay, WTRS is promoting the use of the relay. WTRS understands that these groups could connect more effectively with deaf and hard of hearing customers/clients through use of and knowledge of telephone relay services.

The Outreach programs WTRS uses include media advertisements, demonstration of equipment and distribution of informational materials describing how to use the relay service. The Outreach Team presents relay information to organizations and groups, including relay user groups, meet with businesses, schools and other public and private entities (including libraries) to describe relay and how it works, and meets with individuals or groups of relay users to demonstrate equipment and answer questions. The WTRS Outreach Team works with the elderly and speech disabled to promote use of the relay. WTRS also uses public relations campaigns and uses media advertisements to expose relay to a broader audience of people throughout Wisconsin. As stated previously, WTRS has had great success by personalizing its outreach efforts through an in-state outreach program. The tactics WTRS use to accomplish all of this are listed below.

- PSAs and Other Media Advertisement
- Educational Videos
- Press Releases
- Presentations
- Exhibits:



- Train the Trainers Program
- One-on-One Visits/Hard of Hearing and Elderly Strategies
- Outreach to Businesses
- FCC Payphone Relay Plan
- Town Hall Meetings
- Outreach to Spanish
- Customized Outreach Materials
- Promotional Materials
- Relay Brochure
- Description of Complaint Procedures in Printed Materials
- Newsletters
- Web site
- Bill Inserts and Directory Pages
- Involvement of Deaf and State Agencies

*(4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.*

As explained in Tab 4, WTRS' relay provider performs no billing. All billing is performed by the relay users' carrier of choice for both intralata and interlata toll calls. Thus the relay users' carrier of choice bills all intralata and interlata toll calls at their applicable discounted rate for relay users. WTRS' relay provider forwards the appropriate information digits identifying the call as a relay call to the carrier so that it can be identified as a relay call, rated and billed accordingly by the carrier. Each carrier providing long distance service to relay users is responsible to ensure that TRS users shall pay no greater than the rates paid for functionally equivalent voice communication services.

*(5) Jurisdictional separation of costs.*

*(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.*

WTRS' relay provider presents NECA with a billing statement for all interstate minutes of relay in accordance with the requirements of NECA and consistent with FCC rulings. All intrastate minutes of use are compensated from the Wisconsin Relay Fund.

*(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under § 64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section.*

*Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.*

Please refer to Tab 7 for a complete description of the State of Wisconsin's funding mechanism.

*(iii) Telecommunications Relay Services Fund. Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.*

Not applicable.

*(A) Contributions. Every carrier providing interstate telecommunications services shall contribute to the TRS Fund on the basis of interstate end-user telecommunications revenues as described herein. Contributions shall be made by all carriers who provide interstate services, including, but not limited to, cellular telephone and paging, mobile radio, operator services, personal communications service (PCS), access (including subscriber line charges), alternative access and special access, packet-switched, WATS, 800, 900, message telephone service (MTS), private line, telex, telegraph, video, satellite, intraLATA, international and resale services.*

Not applicable.

*(B) Contribution computations. Contributors' contribution to the TRS fund shall be the product of their subject revenues for the prior calendar year and a contribution factor determined annually by the Commission. The contribution factor shall be based on the ratio between expected TRS Fund expenses to interstate end-user telecommunications revenues. In the event that contributions exceed TRS payments and administrative costs, the contribution factor for the following year will be adjusted by an appropriate amount, taking into consideration projected cost and usage changes. In the event that contributions are inadequate, the fund administrator may request authority from the Commission to borrow funds commercially, with such debt secured by future years' contributions. Each subject carrier must contribute at least \$25 per year. Carriers whose annual contributions total less than \$1,200 must pay the entire contribution at the beginning of the contribution period. Service providers whose contributions total \$1,200 or more may divide their contributions into equal monthly payments. Carriers shall complete and submit, and contributions shall be based on, a "Telecommunications Reporting Worksheet" (as published by the Commission in the Federal Register). The worksheet shall be certified to by an officer of the contributor, and subject to verification by the Commission or the administrator at the discretion of the Commission. Contributors' statements in the worksheet shall be subject to the provisions of section 220 of the Communications Act of 1934, as amended. The fund administrator may bill contributors a separate assessment for reasonable administrative expenses and interest resulting from improper filing or overdue contributions. The Chief of the Consumer & Governmental Affairs Bureau may waive, reduce, modify or eliminate contributor reporting requirements that prove unnecessary and require additional reporting requirements that the Bureau deems necessary to the sound and efficient administration of the TRS Fund.*

Not applicable.

*(C) Data collection from TRS Providers. TRS providers shall provide the administrator with true and adequate data necessary to determine TRS fund revenue requirements and payments. TRS providers shall provide the administrator with the following: total TRS minutes of use, total interstate TRS minutes of use, total TRS operating expenses and total TRS investment in general accordance with part 32 of the Communications Act, and other historical or projected information reasonably requested by the administrator for purposes of computing payments and revenue requirements. The administrator and the Commission shall have the authority to examine, verify and audit data received from TRS providers as necessary to assure the accuracy and integrity of fund payments.*

Not applicable.

*(D) [Reserved]*

*(E) Payments to TRS Providers. TRS Fund payments shall be distributed to TRS providers based on formulas approved or modified by the Commission. The administrator shall file schedules of payment formulas with the Commission. Such formulas shall be designed to compensate TRS providers for reasonable costs of providing interstate TRS, and shall be subject to Commission approval. Such formulas shall be based on total monthly interstate TRS minutes of use. TRS minutes of use for purposes of interstate cost recovery under the TRS Fund are defined as the minutes of use for completed interstate TRS calls placed through the TRS center beginning after call set-up and concluding after the last message call unit. In addition to the data required under paragraph (c)(5)(iii)(C) of this section, all TRS providers, including providers who are not interexchange carriers, local exchange carriers, or certified state relay providers, must submit reports of interstate TRS minutes of use to the administrator in order to receive payments. The administrator shall establish procedures to verify payment claims, and may suspend or delay payments to a TRS provider if the TRS provider fails to provide adequate verification of payment upon reasonable request, or if directed by the Commission to do so. The TRS Fund administrator shall make payments only to eligible TRS providers operating pursuant to the mandatory minimum standards as required in § 64.604, and after disbursements to the administrator for reasonable expenses incurred by it in connection with TRS Fund administration. TRS providers receiving payments shall file a form prescribed by the administrator. The administrator shall fashion a form that is consistent with parts 32 and 36 procedures reasonably tailored to meet the needs of TRS providers. The Commission shall have authority to audit providers and have access to all data, including carrier specific data, collected by the fund administrator. The fund administrator shall have authority to audit TRS providers reporting data to the administrator. The formulas should appropriately compensate interstate providers for the provision of VRS, whether intrastate or interstate.*

Not applicable.

*(F) TRS providers eligible for receiving payments from the TRS Fund are:*

*(1) TRS facilities operated under contract with and/or by certified state TRS programs pursuant to § 64.605; or*

*(2) TRS facilities owned by or operated under contract with a common carrier providing interstate services operated pursuant to § 64.604; or*

*(3) Interstate common carriers offering TRS pursuant to § 64.604.*

Not applicable.

*(G) Any eligible TRS provider as defined in paragraph (c)(5)(iii)(F) of this section shall notify the administrator of its intent to participate in the TRS Fund thirty (30) days prior to submitting reports of TRS interstate minutes of use in order to receive payment settlements for interstate TRS, and failure to file may exclude the TRS provider from eligibility for the year.*

Not applicable.

*(H) Administrator reporting, monitoring, and filing requirements. The administrator shall perform all filing and reporting functions required in paragraphs (c)(5)(iii)(A) through (c)(5)(iii)(J) of this section. TRS payment formulas and revenue requirements shall be filed with the Commission on May 1 of each year, to be effective the following July 1. The administrator shall report annually to the Commission an itemization of monthly administrative costs which shall consist of all expenses, receipts, and payments associated with the administration of the TRS Fund. The administrator is required to keep the TRS Fund separate from all other funds administered by the administrator, shall file a cost allocation manual (CAM) and shall provide the Commission full access to all data collected pursuant to the administration of the TRS Fund. The administrator shall account for the financial transactions of the TRS Fund in accordance with generally accepted accounting principles for federal agencies and maintain the accounts of the TRS Fund in accordance with the United States Government Standard General Ledger. When the administrator, or any independent auditor hired by the administrator, conducts audits of providers of services under the TRS program or contributors to the TRS Fund, such audits shall be conducted in accordance with generally accepted government auditing standards. In administering the TRS Fund, the administrator shall also comply with all relevant and applicable federal financial management and reporting statutes. The administrator shall establish a non-paid voluntary advisory committee of persons from the hearing and speech disability community, TRS users (voice and text telephone), interstate service providers, state representatives, and TRS providers, which will meet at reasonable intervals (at least semi-annually) in order to monitor TRS cost recovery matters. Each group shall select its own representative to the committee. The administrator's annual report shall include a discussion of the advisory committee deliberations.*

Not applicable.

*(I) Information filed with the administrator. The administrator shall keep all data obtained from contributors and TRS providers confidential and shall not disclose such data in company-specific form unless directed to do so by the Commission. Subject to any restrictions imposed by*

*the Chief of the Consumer & Governmental Affairs Bureau, the TRS Fund administrator may share data obtained from carriers with the administrators of the universal support mechanisms (See 47 CFR 54.701 of this chapter), the North American Numbering Plan administration cost recovery (See 47 CFR 52.16 of this chapter), and the long-term local number portability cost recovery (See 47 CFR 52.32 of this chapter). The TRS Fund administrator shall keep confidential all data obtained from other administrators. The administrator shall not use such data except for purposes of administering the TRS Fund, calculating the regulatory fees of interstate common carriers, and aggregating such fee payments for submission to the Commission. The Commission shall have access to all data reported to the administrator, and authority to audit TRS providers. Contributors may make requests for Commission nondisclosure of company-specific revenue information under § 0.459 of this chapter by so indicating on the Telecommunications Reporting Worksheet at the time that the subject data are submitted. The Commission shall make all decisions regarding nondisclosure of company-specific information.*

Not applicable.

*(J) The administrator's performance and this plan shall be reviewed by the Commission after two years.*

Not applicable.

*(K) All parties providing services or contributions or receiving payments under this section are subject to the enforcement provisions specified in the Communications Act, the Americans with Disabilities Act, and the Commission's rules.*

Not applicable.

*(6) Complaints.*

*(i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under § 64.605 is in effect, the Commission shall refer such complaint to such state expeditiously.*

*(ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.*

The Wisconsin Department of Administration will resolve all intrastate complaints within 180 days after the complaint is first filed with the State, regardless of whether the complaint is filed with the state relay administrator, a state PUC, the relay provider or with any other state entity.

*(iii) Jurisdiction of Commission. After referring a complaint to a state entity under paragraph (c)(6)(i) of this section, or if a complaint is filed directly with a state entity, the Commission shall exercise jurisdiction over such complaint only if:*

*(A) Final action under such state program has not been taken within:*

*(1) 180 days after the complaint is filed with such state entity; or*

*(2) A shorter period as prescribed by the regulations of such state; or*

*(B) The Commission determines that such state program is no longer qualified for certification under § 64.605.*

The Wisconsin Department of Administration understands that if it does not provide a resolution to a complaint that the FCC may exercise jurisdiction.

*(iv) The Commission shall resolve within 180 days after the complaint is filed with the Commission any interstate TRS complaint alleging a violation of section 225 of the Act or any complaint involving intrastate relay services in states without a certified program. The Commission shall resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.*

The Wisconsin Department of Administration understands that the Commission will resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

*(v) Complaint Procedures. Complaints against TRS providers for alleged violations of this subpart may be either informal or formal.*

*(A) Informal Complaints.*

*(1) Form. An informal complaint may be transmitted to the Consumer & Governmental Affairs Bureau by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate a complainant's hearing or speech disability.*

*(2) Content. An informal complaint shall include the name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation that the TRS provided it has violated or is violating section 225 of the Act and/or requirements under the Commission's rules; the specific relief or satisfaction sought by the complainant; and the complainant's preferred format or method of response to the complaint by the Commission and the defendant TRS provider (such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate the complainant's hearing or speech disability).*

*(3) Service; designation of agents. The Commission shall promptly forward any complaint meeting the requirements of this subsection to the TRS provider named in the complaint. Such TRS provider shall be called upon to satisfy or answer the complaint within the time specified by the Commission. Every TRS provider shall file with the Commission a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such*

*designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address.*

*(B) Review and disposition of informal complaints.*

*(1) Where it appears from the TRS provider's answer, or from other communications with the parties, that an informal complaint has been satisfied, the Commission may, in its discretion, consider the matter closed without response to the complainant or defendant. In all other cases, the Commission shall inform the parties of its review and disposition of a complaint filed under this subpart. Where practicable, this information shall be transmitted to the complainant and defendant in the manner requested by the complainant (e.g., letter, facsimile transmission, telephone (voice/TRS/TTY) or Internet e-mail.*

*(2) A complainant unsatisfied with the defendant's response to the informal complaint and the staff's decision to terminate action on the informal complaint may file a formal complaint with the Commission pursuant to paragraph (c)(6)(v)(C) of this section.*

The Wisconsin Department of Administration will assist as necessary in this process.

*(C) Formal complaints. A formal complaint shall be in writing, addressed to the Federal Communications Commission, Enforcement Bureau, Telecommunications Consumer Division, Washington, DC 20554 and shall contain:*

*(1) The name and address of the complainant,*

*(2) The name and address of the defendant against whom the complaint is made,*

*(3) A complete statement of the facts, including supporting data, where available, showing that such defendant did or omitted to do anything in contravention of this subpart, and*

*(4) The relief sought.*

*(D) Amended complaints. An amended complaint setting forth transactions, occurrences or events which have happened since the filing of the original complaint and which relate to the original cause of action may be filed with the Commission.*

*(E) Number of copies. An original and two copies of all pleadings shall be filed.*

*(F) Service.*

*(1) Except where a complaint is referred to a state pursuant to §64.604(c)(6)(i), or where a complaint is filed directly with a state entity, the Commission will serve on the named party a copy of any complaint or amended complaint filed with it, together with a notice of the filing of the complaint. Such notice shall call upon the defendant to satisfy or answer the complaint in writing within the time specified in said notice of complaint.*

*(2) All subsequent pleadings and briefs shall be served by the filing party on all other parties to the proceeding in accordance with the requirements of § 1.47 of this chapter. Proof of such service shall also be made in accordance with the requirements of said section.*

*(G) Answers to complaints and amended complaints. Any party upon whom a copy of a complaint or amended complaint is served under this subpart shall serve an answer within the time specified by the Commission in its notice of complaint. The answer shall advise the parties and the Commission fully and completely of the nature of the defense and shall respond specifically to all material allegations of the complaint. In cases involving allegations of harm, the answer shall indicate what action has been taken or is proposed to be taken to stop the occurrence of such harm. Collateral or immaterial issues shall be avoided in answers and every effort should be made to narrow the issues. Matters alleged as affirmative defenses shall be separately stated and numbered. Any defendant failing to file and serve an answer within the time and in the manner prescribed may be deemed in default.*

*(H) Replies to answers or amended answers. Within 10 days after service of an answer or an amended answer, a complainant may file and serve a reply which shall be responsive to matters contained in such answer or amended answer and shall not contain new matter. Failure to reply will not be deemed an admission of any allegation contained in such answer or amended answer.*

*(I) Defective pleadings. Any pleading filed in a complaint proceeding that is not in substantial conformity with the requirements of the applicable rules in this subpart may be dismissed.*

The Wisconsin Department of Administration will assist as necessary in this process.

**Supplemental Information:**

Intrastate WTRS complaints are processed in the following manner for the Wisconsin Department of Administration by its TRS provider:

Trained personnel located within the State of Wisconsin answer all WTRS Customer Service calls. WTRS provides a 24 hour a day, 7 days a week customer service via a toll-free telephone number, accessible from anywhere in the U.S., to assist TTY and voice callers with Wisconsin TRS inquiries and complaints. Customers may also contact WTRS via e-mail and through the Wisconsin relay web-site; in person; as well as in writing. Any caller to the relay center having a complaint can reach a supervisor or customer service representative while still on line during a relay call. WTRS processes any complaints, which originate via e-mail, fax, telephone, regular mail, outreach events, at the workstations, etc.

Ultimately responsible for processing all inquiries, comments and complaints is Wisconsin's Relay Center Manager. The Vice President of Relay also views all complaint information.

In the event of a complaint regarding the Wisconsin Relay, trained staff will follow an established procedure of complaint resolution. This process varies depending on the gravity of the situation.

- A Complaint involving a Communication Assistant is directed to the Communication Assistant's Supervisor and the Lead Supervisor. Constructive feedback will be shared with the Communication Assistant and appropriate coaching, re-training and counseling steps will be taken by the primary Supervisor to resolve the situation. WTRS' detailed call records show each key command (not actual text) the CA makes. WTRS can easily investigate WTRS CA complaints and take disciplinary action when needed.



- Complaints regarding service/procedure issues are directed to the appropriate internal personnel. Technical issues are given to the technical support staff WTRS uses and addressed immediately. Procedural issues are discussed at internal quality meetings.

All complaints are reviewed by the Wisconsin Telecommunications Relay Center Manager to ensure that any complaints have been resolved to the customer's satisfaction. The Customer Service Team resolves most customer service complaints. If further action is needed, the complaint is escalated to the Vice President of Relay Service for Hamilton, and then to the Wisconsin Department of Administration when needed. All complaints are resolved within 10 calendar days depending on the complexity of the problem. WTRS describes the above procedures and FCC complaint processes, including contact information for both the Wisconsin Department of Administration and the FCC, in appropriate printed outreach material that is distributed to the general public.

If the user is not satisfied with the resolution of the complaint by WTRS or with any action taken, WTRS' monthly report to the Wisconsin Department of Administration will so state. The user then has the opportunity and is given written notice of that opportunity by WTRS to have the complaint and action of WTRS reviewed by the Wisconsin Department of Administration for such action as it may deem appropriate in accordance with its rules and regulation. The Department will act on such complaint no later than 180 days from the filing of the complaint.

The Wisconsin Department of Administration will process all complaints referred by the Federal Communication's Commission for intrastate Telecommunications Relay Service for the State of Wisconsin. The Wisconsin Department of Administration will cooperate in the investigation or resolution of any and all complaints concerning the Wisconsin Telecommunications Relay System with the Federal Communication's Commission.

*(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.*

All contracts between the Wisconsin Department of Administration and The Hamilton Telephone Company d/b/a Hamilton Telecommunications provide for the transfer of TRS customer profile data from Hamilton to the incoming TRS vendor. Hamilton will provide the above mentioned data to the new vendor at least 60 days prior to the conclusion or termination of the contract.

Hamilton does not and will not use this data for any purpose other than connecting the WTRS user to his/her called party. Hamilton has not and will never make any relay information available for sale or distribution. Hamilton will not sell, distribute, share or reveal in any way the information referenced above.

# Tab 6

## Exceeding FCC Minimum Standards



**Wisconsin**  
**Telecommunications**  
Relay System

#### **§64.605 STATE CERTIFICATION.**

*(a) State documentation—(1) Certified state program. Any state, through its office of the governor or other delegated executive office empowered to provide TRS, desiring to establish a state program under this section shall submit, not later than October 1, 1992, documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned "TRS State Certification Application." All documentation shall be submitted in narrative form, shall clearly describe the state program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by the state program. The Commission shall give public notice of states filing for certification including notification in the Federal Register.*

Please refer to Tabs 3, 4 and 5 for a paragraph by paragraph response describing Wisconsin's program for implementing and managing intrastate TRS service. The State of Wisconsin is currently certified to provide intrastate TRS through July 26, 2008. This application is submitted to re-certify the State of Wisconsin for an additional five years.

*(b) (1) Requirements for state certification. After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation:*

- (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604;*

Please refer to Tabs 3, 4 and 5 of this application for a description of how the state of Wisconsin meets or exceeds all operational, technical and functional minimum standards contained in §64.604.

- (ii) Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and*

Please refer to Tab 1 for a copy of the State of Wisconsin's rules and regulations governing telecommunications relay service. The Wisconsin Department of Administration regulates the provision of telecommunications service in the State of Wisconsin and has established rules and procedures for service standards as well as complaint resolution and other necessary enforcement remedies. The contract entered into between the Wisconsin Department of Administration and Hamilton Telephone Company provides that all state and federal laws shall be complied with. Failure to do so by Hamilton would be a breach-of-contract for which the Wisconsin Department of Administration could terminate the agreement with Hamilton and seek such other remedies as may be available by law. Consumers also have the opportunity pursuant to the established rules of the Wisconsin Department of Administration to file complaints or petitions concerning the

Wisconsin Telecommunications Relay System requesting modifications in the provision of this service or otherwise resolving issues or concerns of the public.

(iii) *Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.*

(2)(iii) *Where the TRS service differs from the mandatory minimum standards contained in §64.604, the VRS and/or IP Relay provider establishes that its service does not violate applicable mandatory minimum standards.*

As demonstrated in the following section, where the WTRS program exceeds the mandatory minimum standards contained in §64.604, WTRS establishes that its program in no way conflicts with federal law.

The Wisconsin Telecommunications Relay System does exceed some of the mandatory minimum standards contained in Section 64.604 in terms of the following items:

#### **CA Training and Procedures**

WTRS not only meets, but also exceeds FCC Communication Assistant standards. WTRS is dedicated to providing high quality relay service - from its hiring and training practices to typing speed and accuracy to in-call replacement of CAs. WTRS trains its Communication Assistants to relay calls in a manner that not only exceeds FCC standards, but also prepares them to relay calls in a fashion that meets each need of the relay users in Wisconsin.

#### **Ability to TYPE at 60 wpm**

Wisconsin Telecommunications Relay System Communication Assistants must TYPE 60 words per minute. **WTRS exceeds this service level by requiring CAs to maintain a 95% accuracy level in addition to 60-wpm typing.** The Wisconsin Center has an average typing speed of 74.8 wpm with 98.3% accuracy.

#### **Answer performance**

WTRS exceeds Federal mandatory minimum standards in regards to answer performance. Except during network failure, WTRS **answers** ninety percent (90%) of all calls within 10 seconds, on a daily basis and (95%) of all calls within 10 seconds, on a monthly basis, all measurements include abandoned calls. This results in the caller's call immediately being placed, not put in a queue or on hold on a daily basis for the State of Wisconsin. WTRS begins measuring Average Answer time from the moment a relay call arrives at its relay switch (i.e. in the TRS center's network). As soon as WTRS' relay equipment accepts the call from the LEC and the public switched network delivers the call to the TRS center, WTRS starts its call detail record to capture answer time data.

#### **Turbo Code**

WTRS exceeds the FCC requirement that TRS shall be capable of communicating with ASCII and Baudot formats, at any speed generally in use. WTRS provides Turbo Code, a proprietary alternate protocol developed by Ultratec, as an enhanced protocol and has secured a license from Ultratec to use this protocol in its relay modems. Wisconsin Relay users are able to automatically

connect "Turbo Code" on every relay call type. With Turbo Code, WTRS relay users can use their Turbo Code Interrupt feature.

### **Intrastate Spanish**

In addition to Interstate Spanish to Spanish, WTRS provides Intrastate Spanish to Spanish call handling to the relay users of Wisconsin and processes all the same call types on its Spanish lines as it does on its English voice and TTY lines.

When recruiting and training bilingual CAs, WTRS requires Spanish CAs to pass a Spanish test, attend a Spanish orientation class and take all standard CA and Speech to Speech training prior to relaying Spanish to Spanish calls. Hamilton macros automatically change to Spanish as needed.

### **SS7 Signaling**

**The relay platform used by WTRS has made use of SS7 signaling since February 2002.** The Relay platforms have been retrofitted to deliver Caller ID in the same manner that these services are delivered today in the public switched network (i.e. WTRS provides true Caller ID service where the actual information of the calling party (not the relay center number) appears on the called party's Caller ID box).

### **Internet Relay**

The provider of WTRS offers Internet Protocol Relay to end-users. The FCC has allowed the recovery of the costs of Internet Protocol Relay from the Interstate TRS Fund. Hamilton Internet Relay meets all FCC internet relay standards. A description of Hamilton's Internet Relay offering follows:

Hamilton Relay Internet is a 24-hour service that allows computers and other web-based devices to connect to Hamilton Relay via the Internet to call any standard telephone user, VCO user or HCO user. The relay user with a computer or other similar device and access to the Internet goes to Hamilton's relay website at [www.hamiltonrelay.com](http://www.hamiltonrelay.com) to place a relay call. An Internet connection server is available on the worldwide web to handle Internet relay connection requests. When an Internet connection request is received, it places an entry in the main relay switch queue and is assigned to the first available workstation. The workstation makes an Internet connection to the requesting user and the call is processed just like all other inbound test relay calls. Since there is no way to determine where the Internet call originated from, all Internet relay calls are placed free of charge to the originating user.

### **Video Relay**

The provider of WTRS offers Video Relay to end-users. The FCC has allowed the recovery of the costs of Video Relay from the Interstate TRS Fund. Hamilton Relay VRS provides maximum user flexibility and ease of operation. Hamilton Relay VRS meets all FCC video relay standards. A description of Hamilton's Video Relay offering follows:

Hamilton Relay VRS gives relay users access to sign language interpreters at the relay center via locations (i.e. homes, offices, etc.) equipped with video conference equipment. Instead of using a telephone and/or TTY, a relay user calls the relay and uses video equipment (i.e. a computer

equipped with desktop conferencing software and a camera or a television and appropriate video equipment). An interpreter at the relay center answers the call, and begins to communicate in sign language with the caller. The interpreter asks for the number to be called, or receives it as text from the user, and places the call. The interpreter then begins to relay the call by translating the calling party's sign language into voice for the called party. The relay call is then translated from voice to sign language.

The user reaches the video relay system via the Internet (a web page or IP address) and the equipment at the operator workstation and the video user's equipment will automatically set up for the highest speed at which the two units can mutually operate.

### **Captioned Telephone Service (*CapTel*)**

WTRS provides *CapTel* Service and 2 Line *CapTel* Service.

#### **What is Captioned Telephone Service (*CapTel*) Service?**

The following information was taken from Captioned Telephone, Inc.'s literature.

Ideal for people with some degree of hearing loss, the captioned telephone (*CapTel*) works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. *CapTel* users can listen to the caller, and can also read the written captions in the *CapTel*'s bright display window.

*CapTel* users place a call in the same way as dialing a traditional phone. As they dial, the *CapTel* automatically connects to a captioning service. When the other party answers, the *CapTel* user hears everything that they say, just like a traditional call.

Behind the scenes, a specially-trained operator at the captioning service transcribes everything the other party says into written text, using the very latest in voice-recognition technology. The written text appears on a bright, easy-to-read display window built into the *CapTel*. The captions appear almost simultaneously with the spoken word, allowing *CapTel* users to understand everything that is said - either by hearing it or by reading it.

### **2-Line *CapTel* Service**

WTRS' provision of *CapTel* includes 2-Line *CapTel* Service.

2-Line *CapTel* Service truly enhances the functional equivalency and quality of *CapTel* Service. 2-Line *CapTel* benefits users because calls are direct between parties. 2-Line *CapTel* also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (\*69). Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office. Users also benefit because captioning is available on emergency 911 calls and there is no separate telephone number for voice callers to remember.

By using two telephone lines, the *CapTel* users listen to their conversation on one line while receiving typed text from the captioning service on the other line. **When a *CapTel* user receives**

a call, the standard phone user simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service. When calling 911 in emergency situations, the 2-Line *CapTel* users' call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

### **Requirements for 2-Line *CapTel* Service**

- A *CapTel* telephone (Model 200)
- Two analog telephone lines with separate telephone numbers are required. The second line cannot merely be an extension line.
- Individuals must configure the *CapTel* phone in order for 2-line *CapTel* service to be enabled. It will not automatically switch to 2-Line mode.

### **Dialing 911 in an Emergency – Two-Line *CapTel***

When calling 911 in emergency situations using 2-Line *CapTel*, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line

### **Dialing 911 in an Emergency – Single Line *CapTel***

When calling 911 in emergency situations, the single line *CapTel* users' call will be automatically routed to the appropriate 911 center because the call was placed from the users home line. 911 calls will **not** be routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are **not** captioned in the same manner that regular *CapTel* calls are because the call is not routed through the *CapTel* Captioning Service.
- Emergency 911 calls are treated as VCO calls during which the 911 call-taker can hear everything the *CapTel* user says, and then types their response (on a TTY) that appears on the *CapTel* display screen.
- The *CapTel* user speaks directly into the handset, as with any other *CapTel* call. The 911 call-taker will hear everything the *CapTel* user says. The *CapTel* user will not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the *CapTel* display screen.
- Emergency 911 Services will know the ANI caller and be able to locate the individual and send appropriate help, based on the location from which the *CapTel* call is placed.

### **Spanish *CapTel***

Intrastate and Interstate Spanish Language *CapTel* services are available to Wisconsin *CapTel* users. Spanish *CapTel* hours are from 7:00 a.m. to 11:00 p.m. Central Time.

### **True Caller ID via *CapTel***

FCC compliant Caller ID services is provided to *CapTel* users of Wisconsin.

**Carrier of Choice**

WTRS ensures that Wisconsin *CapTel* users will continue to have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what *CapTel* phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

WTRS will continue to inform *CapTel* users of the need to designate a long distance carrier for long distance *CapTel* calls and the consequences of not making such a designation through a variety of outreach methods including newsletters, outreach events, the website, etc.

**Redundancy/Switching System**

The *CapTel* Service Relay Center is equipped with redundant systems for power. The *CapTel* Service Relay Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the *CapTel* Center for extended periods of time to the *CapTel* Center. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The *CapTel* switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

CTI recently has set up an additional *CapTel* Center. Adding a second CTRS call center provides the redundancy for *CapTel* and ensures that *CapTel* Relay users have continuous, uninterrupted *CapTel* service.

**Blockage**

WTRS ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour. This is measured by sampling the number of calls being blocked at a minimum of every 60 minutes during *CapTel* operation and is reported to the Department on a monthly basis.

**Answer Performance**

WTRS ensures that 85% of all Wisconsin *CapTel* calls will be answered within 10 seconds on a daily basis including abandons. WTRS reports daily answer time to the Department on a monthly basis.

**Change of *CapTel* CA**

WTRS ensures compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:



- 1) More than 10 minutes past scheduled break or lunch time
- 2) More than 10 minutes past the end of a shift
- 3) CA is observed having extreme difficulty processing the call
- 4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call

The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the *CapTel* user. Just prior to the change in CA a message is sent to the *CapTel* user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

### ***CapTel Confidentiality Agreement***

WTRS ensures that all CAs adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. WTRS collects only that personal information necessary to provide and bill for the *CapTel* Relay service being rendered. Following is a Confidentiality Agreement that all CAs are required to sign prior to taking any live calls.

Information obtained during a *CapTel* call should not be shared with any person except a member of the *CapTel* management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information is not be shared unless it is used to clarify, vent, or teach. Information about call content is discussed in a private area only.

A Captionist may feel the need to "vent" about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn't **their** call) in a private area. Clarify before the conversation you wish to "vent" about a call.

The success of *CapTel* depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy.

**I HAVE READ THE FORGOING AND AGREE AS FOLLOWS:**

- I will not disclose to any individual (outside of a member of the *CapTel* management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any *CapTel* call.
- I will not act upon any information received while processing a *CapTel* call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at *CapTel* Inc.
- I will not share any information about *CapTel* calls with anyone except a member of the *CapTel* Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at *CapTel* Inc. after my employment ends.
- I will NOT reveal my Captionist ID number in conjunction with my name unless asked by a member of the *CapTel* Inc. management staff.
- I will not share with anyone any technical aspect of my position at *CapTel* Inc. unless asked by a member of the *CapTel* Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I understand a breach of any part of this agreement may result in disciplinary action up to and including termination of employment at *CapTel* Inc. I recognize the serious and confidential nature of my position.

Employee Name \_\_\_\_\_

Date \_\_\_\_\_

## **FCC CapTel Regulations and Waivers**

The FCC has issued a separate Ruling specifically for *CapTel*: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that captioned telephone VCO service (*CapTel* Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund. WTRS' *CapTel* Service offering meets all FCC minimum standards including answering 85% of all calls within 10 seconds.

The Declaratory Ruling referenced above will serve as the primary source in meeting the existing minimum standards including waivers of the six TRS requirements for *CapTel* Relay Services. The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making these temporary waivers permanent.

### **CapTel waivers include:**

1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. Communication Assistants waivers:
  - TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to captioned telephone CAs.
  - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs.
  - Requirement that CAs not refuse single or sequential calls as applied to CapTel CAs handling outbound captioned telephone calls.
  - Gender preference.
  - 60 wpm mandatory typing speed for CAs.
3. Interrupt Functionality.
4. Call Release.
5. ASCII and Baudot Format.

### **CapTel Service CAs adhere to the following minimum standards:**

- The *CapTel* CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA is permitted to provide background noise identification;
- The *CapTel* CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
- The *CapTel* CA shall be required to meet the FCC standards for TRS minimum transcription speed;
- The *CapTel* CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call;
- *CapTel* shall pass along a *CapTel* caller's ANI to the appropriate PSAP if the caller disconnects before being connected to emergency services;

- *CapTel* personnel have the requisite experience, expertise, skills, education, knowledge and training to perform *CapTel* Services in a professional manner.

*(c)(1) State certification period. State certification shall remain in effect for five years. One year prior to expiration of certification, a state may apply for renewal of its certification by filing documentation as prescribed by paragraphs (a) and (b) of this section.*

The State of Wisconsin is currently certified to provide intrastate TRS. The State of Wisconsin is requesting certification beginning July 26, 2008, continuing for a five-year period.

*(d) Method of funding. Except as provided in §64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promote national understanding of TRS and do not offend the public.*

Please refer to Tab 7 for a complete description of the State of Wisconsin's funding mechanism.

*(e)(1) Suspension or revocation of state certification. The Commission may suspend or revoke such certification if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. In a state whose program has been suspended or revoked, the Commission shall take such steps as may be necessary, consistent with this subpart, to ensure continuity of TRS. The Commission may, on its own motion, require a certified state program to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a state program may not be in compliance with the minimum standards.*

The Wisconsin program has never been suspended or revoked and will continue to meet all FCC requirements necessary for certification.

*(f) Notification of substantive change. (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.*

WTRS understands and will notify the Commission of substantive changes in its TRS programs within 60 days of when they occur, and will certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

By this application the Wisconsin Department of Administration intends that the operation of the Wisconsin Telecommunications Relay System will continue to be in compliance with the Federal Communication Commission rules and orders regarding telecommunications relay service. If there is any technical or substantial variation discovered by the Federal Communication Commission that would cause or could cause the Wisconsin Telecommunications Relay System to be out of compliance, the Wisconsin Department of Administration agrees to take such action as may be reasonably required to bring the Wisconsin Telecommunications Relay System into compliance.

## Tab 7

# Method of Funding



**Wisconsin**  
**Telecommunications**  
Relay System

## State of Wisconsin's Method of TRS Funding

Wisconsin TRS fund is based on PSC law states in 89-90 Wis. States. Regulation of Public Utilities 196.91:

"196.858 Assessment for telephone relay service.

- (1) The commissions shall annually assess against local exchange and interexchange telecommunications utilities the total, not to exceed \$5,000,000, of the amounts appropriated under s.20.505(4)(is).
- (2) The commission shall assess a sum equal to the annual total to local exchange and interexchange telecommunications utilities in proportion to their gross operating revenues during the last calendar year. If total expenditures for telephone relay service exceeded the payment made under this section in the prior year, the commission shall charge the remainder to assessed telecommunications utilities in proportion to their gross operating revenues during the last calendar year. A telecommunications utility shall pay the assessment within 30 days after the bill has been mailed to the assessed telecommunication utility. The bill constitutes notice of the assessment and demand of payment. Payments shall be credited to the appropriation under s.20.505(4)(is).
- (3) Section 196.85 (3) to (8), as it applies to assessments under s. 196.85 (1) or (2), applies to assessments under this section.
- (4) Fees assessed under this section may be used to calculate the credit under s. 7638 (5r).

Historical reference listed is 1989 a.336.

The reference 20.505(4)(is) reads:

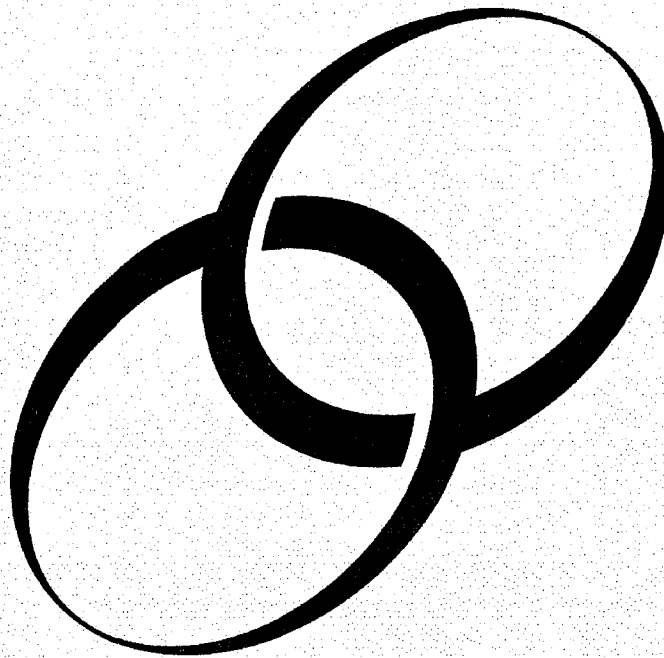
"Relay service. The amounts in the schedule for a statewide telecommunications relay service and for general program operations. All moneys received from the assessments authorized under s.196.858 shall be credited to this appropriation."

In the nutshell:

Each year, the Wisconsin TRS Program Administrator will calculate how much amount the TRS Program in the current Fiscal Year has spent and project the amount of expenditures based on the amount of billable minutes for the next Fiscal Year. As s/he reports the current Fiscal Year expenditures and projected expenditures in next Fiscal Year to the Wisconsin Public Service Commission (PSC), PSC then looks at the current amount assessed and amount actually spent. They then adjust the assessment for the next Fiscal Year upon that figure.

# **Appendix A**

## **Provider Features**



**Wisconsin**  
**Telecommunications**  
Relay System

## **Standard Features**

WTRS provides the following features and services, which are listed in alphabetical order to ease the use in locating specific items.

### **Answering Machine Retrieval (Single-Line)**

WTRS provides this service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the CA. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the Communication Assistant by putting the handset near the speaker of the answering machine. The technology used by WTRS records any messages, enabling the Communication Assistant to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the call is completed, the recording is automatically erased when the caller disconnects.

Whenever WTRS has to redial to an answering machine, voice mail, interactive voice messaging unit, or any other type of recording system, for whatever reason, WTRS does so without billing the customer for any subsequent long distance relay calls.

### **ASCII Split Screen**

The relay platform used by WTRS is compatible with ASCII software that makes use of "split screens." WTRS provides a "split screen" for users calling the relay using ASCII. WTRS makes use of split screens for **all** relay calls - the CA's typing is displayed in one window and the relay user's typing is displayed in another window on the monitor of the CA workstation.

### **Automated Call Routing**

During peak traffic periods, the switching equipment used by WTRS automatically routes calls to a workstation located in another relay center to ensure the required levels of service are always met. If one switching system is down for any reason, calls overflow to another switching system.

### **Automated Number Identification (ANI)**

ANI is the telephone number of the originating party. WTRS utilizes ANI technology on all of its incoming relay circuits. The switching equipment used by WTRS recognizes this information and presents it to the CA workstation. ANI is used to determine call jurisdiction.

### **Automatic Connection Mode**

The Automatic Connection Mode feature used by WTRS provides an automatic connection to the relay at the speed of the equipment used by the caller for all callers who have used WTRS' Relay Services at least one time before. The "self-learning" database is updated the first time callers reach WTRS' center with the caller's originating telephone number and the speed or call type at which the user connected to the center i.e. TTY, ASCII or Voice. After the first call, the center's equipment automatically connects at the correct speed the next time it is connected to that particular telephone number.



### **Average Speed of Answer**

WTRS begins measuring Average Answer time from the moment a relay call arrives at its relay switch (i.e. in the TRS center's network). As soon as WTRS' relay equipment accepts the call from the LEC and the public switched network delivers the call to the TRS center, WTRS starts its call detail record process to capture answer time data. WTRS **answers** ninety percent (90%) of all calls within 10 seconds, on a daily basis and (95%) of all calls within 10 seconds, on a monthly basis, all measurements include abandoned calls. This results in the caller's call immediately being placed, not put in a queue or on hold on a daily basis for the State of Wisconsin.

### **Background Noises**

Background noise is anything heard by the CA during a relay call which would normally be known to a hearing person. The TTY user is continually kept informed of what is going on throughout the call. WTRS puts this type of information in parentheses.

WTRS also provides tone of voice information on every relay call.

### **Carrier of Choice**

WTRS has developed a customer profile program based on the relay users' ANI that provides automatic connection to the carrier of choice (AT&T, Sprint, MCI, etc.) for both interlata and intralata calls made by the relay user in the same manner that voice users have access to preferred carriers.

### **Cellular/Wireless/PCS Phone Access**

This feature allows relay users to access the relay via cellular phones. WTRS' call processing for relay cellular calls ensures that relay users will not experience billing problems. WTRS automatically treats all wireless telephone calls that do not allow direct billing to the ANI as a local call. This prevents the wireless telephone user from having to make alternate billing arrangements.

### **CA Gender ID**

With this feature WTRS macros automatically identify the CA's gender with the TTY greeting.

### **CA Gender Preferences**

WTRS Communication Assistants, when requested, will switch a call to another Communication Assistant who is of the gender requested by the caller and retain that gender for the user throughout the relay call.

### **CA in-call Replacement**

WTRS, as a matter of practice, does not change Communication Assistants during a call.

**This exceeds the FCC rule that requires a CA to stay with the call for a minimum of 10 minutes or 15 minutes for STS calls.** Even at the end of shifts, over lunch hours, and other breaks, WTRS' CAs stay with a call until it is completed. WTRS only substitutes a CA if obscenity is directed to the CA, a perceived conflict of interest exists, or another major emergency exists. A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA).

### **CA Typing Speed**

All of WTRS Communication Assistants must type at least 60 words per minute. WTRS subtracts all errors to calculate typing speed. This ensures not only fast typists, but also ACCURATE typists. The average typing speed of WTRS' Communication Assistants is 74.8 wpm with 98.3% accuracy.

### **Courtesy Messages**

WTRS supplies a courtesy message after three rings, to inform callers that they have reached the Relay. WTRS' courtesy message is transmitted in TTY and voice. WTRS' courtesy message follows: "You have reached the relay. Please hold for a CA." If the call has not been answered after 15 seconds, the message repeats as follows, "Please hold for a CA".

### **Customer Profile Database**

The customer profile allows WTRS users to indicate calling preferences. Relay users can add specific information about their call handling preferences to their profile. When a relay user calls the relay, the customer's profile automatically appears on the Communication Assistant's screen. This allows the CA to process the call according to the customer's preferences. To use the customer profile feature, a relay user can contact WTRS via voice, TTY, STS, IP Relay, Video Relay or any other communication mode offered.

### **Remote Profile Feature**

**The Remote Profile feature allows relay users to access their profile from any phone or web-based computer, in any location.** Remote Profile provides customers with the flexibility to access their profile from any telephone and through any type of relay service, whether traditional relay or Internet Relay. With Remote Profile, relay users simply give their telephone number (or pre-established ten digit number) and PIN number to the CA, which permits the CA to view the customer's pre-selected preferences. This feature is of great benefit to customers who have more than one relay user living in the household. With Remote Profile, each person can establish his/her own profile! For relay users who travel, they are always able to access their profile from anywhere.

### **Confidentiality of Customer Profiles**

Customer profiles are based on ANI (or a pre-established ten digit number). This provides a very high level of security and keeps all confidentiality practices intact. The customer profile database can only be accessed internally (the database resides on site and is part of the relay platform) and a password and PIN system is used to further secure the data. With this password, the relay user can request changes to the profile at any time.

Relay users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call. Permanent changes to the profile must be made through Customer Service, on-line, via e-mail etc. Once a profile is complete, it takes approximately 72 hours for the profile to be activated. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call.

## Preference Options

Customer profile information that a relay user can customize and what is presented to the CA each time the relay user calls the relay is listed below:

- Connection Mode – TTY, Voice, VCO, HCO, ASCII, Spanish, Speech to Speech.
- Carrier of choice for in-state and out-of-state calls.
- Preferred billing options.
- Speed Dialing (can store up to 10 numbers with Speed Dialing).
- Call restrictions (Relay users may restrict certain types of calls such as 900, long distance or international numbers from being placed through the relay. Relay users may also block individual telephone numbers. This feature is similar to the CLASS feature offered by local telephone companies. Relay users can put on their customer profile up to 10 telephone numbers they do not want anyone to call from their telephone line. Even if a CA attempts to call one of the numbers blocked by the relay user via his/her customer profile, the workstation will automatically block that particular telephone number from being dialed out.
- Terminating call information (i.e. no explanation or no identification of relay, customized greetings, etc.)
- **Emergency numbers.** (Relay users can add local 10 digit emergency numbers to their Speed Dialing list. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911 and the CA will automatically dial the appropriate PSAP). WTRS encourages relay users to call 911 direct.
- Customer notes section (WTRS includes such things as "slow typing", specific gender of CA and other profile features in its notes section).
- WTRS allows relay users to control all parts of their relay calls. If a caller does not want the CA to identify relay and/or explain relay on all relay calls, the relay user can so state in a profile and WTRS Communication Assistants will not identify relay and/or explain relay on any relay calls. A relay user can also give these instructions at any time during a relay call.
- WTRS allows relay users to totally customize their own greeting. **With WTRS' greeting option, relay users can take action to ensure that they will never be hung up on again through the relay.** WTRS will announce a caller by name, announce if the caller is hearing or speech disabled if so desired, etc. With WTRS, relay users can completely personalize their relay service to meet their own needs.
- Relay users can request a translator (a specially trained Communication Assistant who will translate ASL to English and English to simpler English) on every relay call through the customer profile. Relay users may also request translation whenever needed on a per call basis.
- WTRS CAs can see the called party's profile before dialing and can switch between the calling and called parties' profiles as needed.
- Relay users can access their profile from any phone, in any location, by giving their telephone number and pin number to the CA.
- **Speech Disabled Indicator.** HCO users can indicate in the customized greeting section of their profile that they are speech disabled. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller is speech disabled. An indicator will appear in the Notes section of the CA workstation.

### **Input of Database Information and Changing Preferences**

WTRS' relay provider will transfer all customer profile database information to a new TRS provider at the termination of the contract. WTRS' provider will transfer this data in a usable format within 60 days prior to its last day of service.

### **Customer Service**

*WTRS has a separate toll-free number for Customer Service.* WTRS' Customer Service is available 24 hours a day to ensure customers have constant access to customer support. WTRS' customer service department is very responsive to the needs of its customers and works to resolve all customer issues in a timely manner. WTRS' Customer Service department instructs relay users on how to place relay calls, answers questions about any changes that have been made, assists relay users with billing questions, performs equipment testing, provides a variety of referral numbers to State Organizations, and schedules one-on-one outreach visits for training purposes or larger outreach activities.

### **Deaf/Blind Pacing**

WTRS is familiar with the needs of deaf/blind relay users and provides the following features upon request:

- WTRS CAs will type slower for relay users who request a slower text display speed rate.
- If the user is having difficulty understanding the voice user's language, the relay user may request a translator. The relay user's comments will be translated into English, and the voice user's comments will be translated into simple English.
- WTRS Customer Service is available 24-hours a day to assist relay users with questions, complaints, or problems and to offer free relay information.
- The WTRS website contains several links in which people with combined hearing and vision loss can find helpful information on DeafBlindness and purchasing a TeleBraille.

### **Dialed Number Verification**

WTRS verifies the number to be dialed by voicing it back to the voice user or typing it back to the TTY user (WTRS uses a hotkey to do this so there is no CA intervention). In the same hotkey, WTRS notifies the relay user if they are dialing a local number or toll number. The relay user will see "Dialing Toll (ATT) XXX-XXX-XXXX". Both of these features ensure that the correct number is dialed and gives the relay user an opportunity to notify the CA if the carrier information is correct.

WTRS Communication Assistants verify all pertinent information, including the number to be dialed, names, proper names, account numbers, dollar amounts, etc.

### **Directory Assistance**

This feature gives all relay users access to directory assistance services via the relay. WTRS processes directory assistance requests in the same manner as any other relay requests. Upon receiving the area code from the relay user, the CA dials the correct area code plus 555-1212. When reaching the directory assistance operator, the CA identifies herself/himself and asks for

the city and state the user has given while at the same time keeping the relay user informed. When the correct number has been obtained the call is handled as a regular relay call.

The relay user can pick which carrier they want to use for directory assistance. The relay user's carrier of choice will bill for directory assistance calls at their tariffed rate. With presubscription, the customer's carrier performs all billing.

### **Emergency Assistance**

WTRS provides emergency assistance to all relay users. The key to providing the best service in emergency situations is to maintain an updated list of Public Emergency Service Answering Point numbers (i.e. 911 centers). WTRS accomplishes this through two mechanisms to ensure that relay users are connected to the appropriate PSAP: 1) through the use of Intrado's 9-1-1 infrastructure and 2) through the PSAP database maintained by WTRS' provider. Please see Tab 3, Section 4 for detailed information about the emergency assistance WTRS provides.

### **Enhanced Modems**

The modems used by WTRS can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. These modems support high-speed ASCII connections and have faster ASCII detection capability (3 seconds).

### **Error Corrections/Abbreviation Expansion**

WTRS provides error correction which produces the following benefits – increased typing speed and reduced conversation time. The Spell Checking software used by WTRS checks CA typing/spelling before it is sent to the TTY users. The software automatically corrects any typographical errors of commonly misspelled words. Proper nouns are not affected. WTRS can update the database with new words as needed. WTRS users have seen the benefits as fewer typing errors are seen by the TTY user. This is one more way WTRS continues to bring quality service to its relay customers. The workstation software also automatically expands common abbreviations. This feature allows CAs to use common abbreviations and the word is automatically expanded in the text transmitted. This speeds up the transmission of the call.

Relay users can specifically request to use or not use Spell Check or to expand or not expand abbreviations via WTRS' customer profile. With WTRS, relay users can customize exactly how they want their relay calls processed.

### **Hearing Carryover (HCO)**

This feature allows relay users to place calls to or receive calls from a hearing-capable caller who is speech disabled permitting the caller to hear the communication directly from the call recipient without such transmission being processed by the CA. The CA then voices any conversation typed by the HCO user to the other party.

WTRS allows HCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of HCO call types are also available through WTRS relay.

A voice person receiving a call from an HCO user will experience the following:

"This is WTRS Relay CA # \_\_\_\_\_. with a call from someone who may be speech disabled and uses Hearing Carry Over. Have you received a relay call before?"

If the party answers "Yes,"

The CA will VOICE: "Have you received a Hearing Carry Over call before?"

If the party answers, "Yes,"

The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No,"

The CA will VOICE: "The person calling you through the relay uses Hearing Carry Over. The caller can hear you and I will simply read your caller's typed response to you. When I say, "Go Ahead", it is your turn to talk. Please talk directly to your caller and say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

### **HCO-HCO**

This service allows two HCO users to contact each other through the relay. WTRS provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the other party's conversation. This is a great relay enhancement and WTRS is pleased to offer it to relay users.

### **HCO Permanent Branding**

WTRS provides this service through its Customer Profile. Profiled customers who always want to connect HCO are automatically connected to HCO without any CA intervention at the workstation. Once HCO is connected, the Communication Assistant voices "HCO ON" followed by "WTRS Relay CA # \_\_\_\_\_. Number to call please".

### **HCO-TTY and TTY-HCO**

This feature allows HCO users to contact TTY users (or vice versa) via the relay. The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

### **HCO with Privacy**

WTRS provides HCO with Privacy upon request which gives privacy for the standard telephone user talking with an HCO user. The CA is not able to hear the hearing person's conversation that goes directly to the speech disabled HCO user. The CA then voices any conversation typed by the HCO user to the other party.

### **Inbound International**

WTRS provides inbound International calling in which the relay user pays to place a call from an International location to the relay center. WTRS then places the outbound call to a destination in the United States free of charge and relays the conversation for them. Inbound International calls are billed to the Interstate TRS Fund.

## **Intercept Messages**

WTRS' relay provider provides a system with overflow capability to its other centers. This should eliminate the need for intercept messages. However, if the traffic cannot be rerouted due to multiple circuit failures or for any other reason, the callers will be notified with the appropriate type of intercept messages, which is transmitted in TTY and voice. Minutes of use attributed to accessing intercept messages are not included in the billable minutes.

## **Internet Protocol (IP) Relay Service**

The provider of WTRS offers Internet Protocol Relay to end-users. The FCC has allowed the recovery of the costs of Internet Protocol Relay from the Interstate TRS Fund. Hamilton Internet Relay meets all FCC internet relay standards. A description of Hamilton's Internet Relay offering follows:

Hamilton provides Internet Protocol (IP) relay services from all of its TRS centers.

Hamilton Relay Internet is a 24-hour service that allows computers and other web-based devices to connect to Hamilton Relay via the Internet to call any standard telephone user, VCO user or HCO user. The relay user with a computer or other similar device and access to the Internet goes to Hamilton's relay website at [www.hamiltonrelay.com](http://www.hamiltonrelay.com) to place a relay call. An Internet connection server is available on the worldwide web to handle Internet relay connection requests. When an Internet connection request is received, it places an entry in the main relay switch queue and is assigned to the first available workstation. The workstation makes an Internet connection to the requesting user and the call is processed just like all other inbound test relay calls. Since there is no way to determine where the Internet call originated from, all Internet relay calls are placed free of charge to the originating user.

Because Hamilton is providing Internet Relay service off its existing relay platform, Hamilton has access to all its current billing and reporting systems. Hamilton can provide the same statistical information on Internet Relay calls, as it does for all other relay calls.

## **Confidentiality of Internet Transmission**

All calls handled by Hamilton Relay Internet are kept strictly confidential. By law, no relay employee can share ANY information from a relay conversation. Hamilton keeps NO records, documents or recordings of any relay conversation.

## **Hamilton's Provision of FCC Waived Services**

- Hamilton is able to provide 2-Line VCO and 2-Line HCO through InspireChat. The only difference is that the individual uses his/her computer instead of his/her TTY.
- Speed dialing is available through a customer profile option on InspireChat.
- Hamilton is able to provide three-way calling if the relay user conferences in another party, i.e. the voice user is able to tie the third party directly into the conversation or by making a second call to the relay center.

### **Internet Relay Through Instant Messaging**

Hamilton Relay is accessible through AOL® Instant Messenger™ (AIM®) service. This service allows deaf, hard of hearing and speech-disabled AIM® users to connect to Hamilton Relay to place relay telephone calls directly from their AIM® Buddy List® feature.

To access Hamilton Relay through AIM®, users simply add Hamilton's designated screen name to their AIM® Buddy List® feature and send an instant message to Hamilton's screen name (ThatsHamilton) with the ten-digit phone number they would like to call. Once connected with a Communication Assistant, the call proceeds as a traditional relay call, except using instant messages instead of typing text into a TTY device. AIM® is not on a secure connection. See further in this Attachment for more information regarding the capabilities of Hamilton Wireless Relay.

### **Wireless Internet Relay with Mobile Devices**

Hamilton Relay Wireless is a service that enables Deaf and Hard of Hearing relay users to place Internet Relay calls using pagers, PDAs, cell phones and other mobile devices. Instead of typing phone conversations on a Text Telephone (TTY), relay users can use any mobile device that has a wireless web browser (also called a Wireless Access Protocol (WAP) browser or any mobile device or computer that runs AOL® Instant Messenger™ (AIM®) to make a relay call through Hamilton. Relay users can use this service to call any one any where in the United States, 24 hours a day, 7 days a week. A Hamilton Communication Assistant answers the call and then places another call to the telephone number the person wishes to reach. The Communication Assistant then translates and relays conversations confidentially by converting voice information to typed communication and reading aloud typed messages to hearing persons.

### **Internet Relay Call Back**

Hamilton provides Internet Relay Call Back through the use of AIM® and also through the use of a wireless web browser.

In order to receive a wireless relay call using a wireless web browser and make use of Internet Relay Call Back, relay users simply instruct voice users to call 888-889-9872 and give the CA his/her pager's email address. The CA then sends an email to the user's pager and waits for the customer to answer his/her mobile device. Once connected, the conversation begins. If the wireless user is not available or on-line, he/she will automatically receive email when he/she signs on.

In order to receive a wireless relay call using AIM® and make use of Internet Relay Call Back, relay users need to call Hamilton Relay Customer Service to authenticate his/her AIM® Screen Name with Hamilton Relay. Voice users will call 888-889-9872 and give the CA the authenticated screen name or pager number. The CA then contacts the AIM® user by sending an email AND an instant message to him/her. To answer the call, the user simply responds to the instant message and the conversation begins! If the AIM® user is not available or on-line, he/she will automatically receive the email and instant message when he/she signs on.



**Procedures/Technology Used to Reduce Internet Relay Fraud**

Hamilton blocks all international IP addresses as required by the FCC. Hamilton also performs daily monitoring of call patterns that may be indicative of international activity. Based on the results of these call patterns, Hamilton will block those IP addresses from placing calls.

In addition, Hamilton distributes the following information to individuals that call Customer Service for information regarding fraudulent calls being made through relay:

Please continue to do business with customers with who are deaf, hard of hearing or speech disabled.

### **Relay calls offer your business new opportunities.**

Accepting calls from relay users could result in increased business for your company. Let Hamilton Relay assist your company in understanding how the use of relay may greatly benefit your business. Accepting relay calls makes your products and services available to Americans with hearing loss or speech disabilities. Remember, these are customers who call through the relay. Americans with hearing loss or speech disabilities have literally billions of dollars to spend annually: Let them spend it with your business. Don't hang up on them. Stay on the line when you hear: "This is Hamilton Relay Internet with a call..."

### **What is Relay?**

Telecommunications Relay Service, also called TRS or Relay, allows people who have a hearing loss or speech disability to communicate over the telephone with standard telephone users. Individuals with hearing or speech difficulties use the Internet or a Text Telephone (TTY) or other assistive telecommunications device to call a telecommunications relay center. A Communication Assistant answers the call and then places another call to the telephone number the person wishes to reach. The Communication Assistant then translates and relays conversations confidentially by converting voice information to typed communication and reading aloud typed messages to hearing persons.

### **Fraud Busters**

You may have heard that fraudulent calls are being placed to businesses through the use of Internet Relay. Scam artists are using the service to defraud merchants in cities across the country. These overseas scam artists, posing as a deaf or hard of hearing person, try to purchase large orders of merchandise from American companies.

This is a problem across the country and the relay industry continues to work on finding solutions to this issue. Hamilton has put security measures in place in an effort to make sure that our service is only being used by those who need it – deaf, hard of hearing or speech disabled people.

Don't be reluctant to accept relay calls. Following is a list of tips you can use to ensure that the calls you take are legitimate –and to avoid getting scammed.

Hamilton appreciates and shares the concern of the business about the use of the relay to conduct fraudulent activities. The same steps should be taken to avoid this type of fraud as are taken in any circumstance in which the customer is not physically present. Hamilton offers these tips to businesses:

Be suspicious if:

- A caller orders large quantities of products.
- A caller asks to have the merchandise shipped immediately – especially to an International location.

- A caller tries to use multiple credit card numbers. For instance, if the initial credit card number is declined by the bank and the customer offers an alternative number.

Hamilton Relay suggests that businesses take the following steps to protect themselves:

- Always ask the caller for identifying information about the account such as a card verification code.
- Always ask for the caller's full name, address and telephone number.
- Ensure that the caller is authorized to use the card.
- Always ask the caller for the name of the issuing bank and its toll-free customer service number as printed on the back of all credit cards.
- Tell the caller that you will check with the bank and call them back. If the caller objects, explain that these procedures are also for their protection.
- If the caller still objects to providing any of the above information, end the conversation.
- If the caller wishes to pay with a certified check, wait until the funds are in your bank account before shipping the merchandise.

The Federal Trade Commission (FTC) has instructed that person who have been defrauded should contact the FTC directly at [www.ftc.gov](http://www.ftc.gov) or 877-FTC-HELP.

To read the FCC's statement online:

1. Go to [www.fcc.gov](http://www.fcc.gov)
2. Under "Consumer Center" in the left column, click on "Disability Issues".
3. Scroll down to the document titled "6-18-2004 FCC Reminds Public of Requirements Regarding Internet Relay Service and Issues Alert".

## **Last Number Redial**

WTRS is providing last number redial within the duration of the same inbound call.

## **LEC Calling Services**

- **True Caller ID (SS7)**

WTRS provides true Caller ID service through SS7 signaling where the actual information of the calling party (not the relay center number) appears on the Caller ID box. WTRS provides this information on all call types and on all carriers. WTRS passes, sends and receives calling line identification information, **including blocking information** from all users calling through the relay service.

- **CID Per Line (Global) Block / CID Per Call Block**

Calling line information is provisioned on the relay customer's line by the LEC. All forms of Caller ID Blocking (Global or per call blocking) pass through on a per call basis with no relay intervention. Because WTRS makes use of true SS7 technology, rather than ISDN, all forms of calling line identification information and blocking features purchased by the LEC are passed through with no relay intervention.

Because WTRS can pass, send and receive calling line identification information, a whole host of other features are available including:

- **Call Screening (Call Rejection) (Call Block)**

Call Screening is provisioned on the relay customer's line by the LEC in order to prevent nuisance or unwanted calls. The relay user will simply program his phone to block all calls from his selected list of phone numbers. If someone calls through relay from one of these numbers on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from other numbers are not blocked.

- **Call Acceptance**

Call Acceptance is provisioned on the relay customer's line by the LEC. Call Acceptance lets a relay user block all calls except those from his list of special phone numbers. A relay user can add, delete or change numbers on his list at any time. This feature is often used in order to prevent nuisance and solicitation calls. If someone calls through relay from a number not on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from numbers not on the list are blocked.

- **Anonymous Call Rejection**

Anonymous Call Rejection is provisioned on the relay customer's line by the LEC in order to prevent receiving calls that are "blocked" or "private." Relay users who do not want to receive calls from parties who have blocked their Caller ID information can make use of this feature. Callers who have blocked their Caller ID information will receive a recording indicating that the called party is not accepting calls at this time which the Communication Assistant will either voice or type to the originating caller.

- **Preferred Call Forwarding**

Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers that they wish to forward to a new telephone number. All other callers do not forward to the new telephone number. Relay users can add, delete, or change numbers on their call forwarding list.

- **Unique Flash**

Unique Flash is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers with their own distinctive flash (ring). If someone calls through relay that is calling from a number with a distinctive flash associated with it, the called relay party will hear or see the distinctive flash. The unique flash indicates it's one of the special callers from the individual's list.

- **Call Forwarding**

Call Forwarding can be provisioned on the relay customer's line by the LEC; for example, if the user puts his telephone on call forwarding the relay call will be automatically forwarded to the new location.

### **Local/Extended Area Service**

WTRS' relay provider has obtained the necessary information (NPA/NXX) from all Wisconsin LECs to build a database to identify the difference between local, EAS and intrastate calls. This database notifies the CA if the call being placed is a local call (including areas of EAS). If it is a local call, no billing arrangements are necessary and the call is recorded to calculate session minutes only.

### **Machine Recording Capabilities**

WTRS has implemented a recording function that allows the Communication Assistant to record a voice announcement and then play back the message at a speed controlled by the Communication Assistant. The CA informs the relay user through the use of macro that a recording has been reached, followed by another macro stating, "GATHERING INFO PLS HOLD". The message is retained for the length of the call. This prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. Keys on the keyboard are used to control the speed of the recording. This makes the recording function very easy for Communication Assistants to use.

### **Pagers**

WTRS handles relay calls that involve pagers and beepers. There is no difference in WTRS call processing for text initiated calls made through pagers.

### **Regional 800/888/877**

WTRS allows access to restricted 800 numbers and other special prefixes. This is provided through an incumbent LEC. WTRS ensures that all relay users have access to all regional 800 numbers and other special prefixes.

### **Regionally Directed Toll-Free Numbers**

WTRS allows access to regionally directed toll-free numbers. Because WTRS passes true Caller ID information, the caller's ANI reflects a Wisconsin number which results in the call being routed to the correct state or regional location.

### **Reverse Two-Line HCO**

WTRS' Two-line HCO feature also works in the reverse when a voice user places a call to a two-line HCO user through relay. It is then called Reverse Two-line HCO.

### **Reverse Two-Line VCO**

WTRS' Two-line VCO feature also works in the reverse when a voice user places a call to a two-line VCO user through relay. It is then called Reverse Two-line VCO.

### **Spanish**

WTRS provides Intrastate and Interstate Spanish to Spanish service via a dedicated toll-free number. Relay users can select "Spanish" as an option on the Customer Profile. This information is presented to the CAs at the workstation for proper call processing. WTRS processes all the same call types on its Spanish lines as it does on its English voice and TTY lines.

### **Spanish to English Call Translation**

WTRS provides Intrastate Spanish to English, and English to Spanish call handling.

### **Speech Disabled Indicator**

HCO users can indicate in the customized greeting section of their profile that they are speech disabled. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller is speech disabled. An indicator will appear in the Notes section of the CA workstation. CAs will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the caller is speech disabled.

### **Speech to Speech**

STS service allows individuals with a speech disability to use his/her own voice or a speech synthesizer when using the relay. Specially trained CAs process Speech to Speech calls. WTRS gives STS users access to the same profile and all of the features contained within that profile which are currently available to other relay users.

### **Speech to Speech/Spanish**

STS service is also available in Spanish. Relay user's can select "Spanish" and "STS" as an option on the Customer Profile.

### **Speech to Speech/VCO**

STS/VCO is designed for people who are hard of hearing or Deaf and have a speech disability. The relay user can make or receive phone calls through the relay through a Speech to Speech CA

using his/her own voice or voice synthesizer and read everything said by the voice caller on a TTY or VCO telephone.

### **STS to other TRS Communication Modes**

WTRS also allows STS users to place calls to people, who use a TTY, or other TRS-communication modes such as VCO, HCO, or to another person with a speech disability. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the person with the speech disability.
- Two individuals with speech disabilities with the CA repeating both person's words.
- A VCO user and a hearing person, with the CA repeating the words of the VCO user if the hearing person does not understand the user's speech and with the CA typing what is said by the hearing person to the VCO user.
- A TTY user and a person with a speech disability without a TTY, with the CA typing the words of the person with the speech disability to the TTY user.
- Hearing Carry Over with the person with a speech disability typing what they would like to say and the Communication Assistant voicing it to the hearing user.
- Hearing Carry Over in combination with Speech to Speech.

### **Speech to Text Applications**

#### **• Captioned Telephone Service (CapTel®)**

Developed by Ultratec, Inc. and provided through Captioned Telephone, Inc., CapTel® allows individuals with hearing loss to view word-for-word captions of their telephone conversations. This device is perfect for individuals who have good speech but cannot hear well over the phone.

Similar to a traditional telephone, the CapTel® phone allows hard of hearing callers to talk and listen to individuals using a traditional phone. The CapTel® phone allows the user to read the other party's conversation on the phone's built-in screen while listening to the voice of the other party. A specially trained operator "re-voices" everything they hear from a hearing user into the Voice-Recognition technology, which conveys the words into text messages, where it can be read on the CapTel® phone's screen. The captions appear almost simultaneously with the spoken word, allowing CapTel® users to understand everything that is said - either by hearing it or by reading it. The CapTel® phone benefits hard of hearing individuals by allowing them to enjoy natural telephone conversations through its high level of amplification, yet giving them the capacity to check the captions for added clarity. The CapTel® phone is not a TTY; rather it is a telephone designed to allow the user to have natural back and forth conversations with captioning support.

### **Toll Discounts**

WTRS' Customer Service Representatives discuss carrier of choice with relay users and direct them to other telephone numbers to access more information from particular carriers. WTRS maintains a list of participating long distance carriers and telephone numbers and helps the customer shop for the best toll discounts through relay that match their calling style.

## **Transfer Gate Capabilities**

If a relay user calls the TTY relay access number and requests another service (such as STS, Spanish, etc.), WTRS has the ability to transfer the call to the appropriate workstation for call processing.

## **TTY Operator Services (OSD)**

WTRS provides to relay users wanting to place a TTY to TTY operator assisted call the 800 numbers to those long distance companies providing operator services for the Deaf. The relay will dial the selected number for the customer and release the call if a TTY to TTY call. Otherwise, relay will process the call as normal. WTRS gives relay users access to all operator services, to the same extent that such access is provided to voice users. Operator services for relay calls are processed by WTRS with the customer's carrier of choice. **The cost to the end user is billed by the customer's carrier.**

## **TTY to TTY (Call Release)**

WTRS processes TTY to TTY calls when it is necessary to go through a voice switchboard first, or if the originating TTY user is using a calling card that is accessed by calling an 800 number first. Once the CA reaches a compatible TTY user when placing a relay call, WTRS gives the calling party the option to communicate independent of the relay function. If the calling party agrees to do so, the CA will drop out of the call. If the call is a long distance call, the call will be billed as a normal relay call (i.e. the relay user's carrier of choice).

WTRS provides a true call release function to satisfy the FCC requirement which removes the workstation from the call.

## **Turbo Code**

WTRS provides Turbo Code, which is a proprietary alternate protocol developed by Ultratec that is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code allows for "interrupt" capability while one party is still typing. The modems used by WTRS auto-detect the end-user's equipment for Turbo Code. If Turbo Code is found, WTRS automatically connects in "Turbo Code" to the relay user. Wisconsin relay users are able to automatically connect "Turbo Code" on every relay call type. **With Turbo Code, WTRS relay users can use their Turbo Code Interrupt feature and the CA will acknowledge the interrupt.**

## **Two-Line HCO**

WTRS also provides **two-line HCO** capability. To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.



### **Two-Line HCO/Speech to Speech**

This option works the same as a 2-Line HCO call, but is processed by a specially trained STS CA. The 2-Line/STS user can choose between voicing their own conversation or having the CA voice the conversation for them. If the HCO user chooses to voice his/her conversation and becomes tired or is having difficulty being understood, he/she can type his/her part of the conversation and call on the CA to "re-voice" as needed. The HCO user can switch between voice and typing at any time during the call.

### **Two-Line VCO**

WTRS provides **two-line VCO** capability which allows a VCO user to have a more interactive conversation. By using two telephone lines, the caller can listen to their conversation if they have some hearing available, on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation.

To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

### **Variable Time Stamp Macro**

The automated workstations used by WTRS begin measuring time the moment the originating party connects to the relay and continues measuring time until the originating party disconnects. These workstations also measure the length of each individual call the originating party has made while connected to that workstation. WTRS will notify the TTY user when the called party has disconnected and indicate the time of disconnection. WTRS will automatically capture the time a voice user disconnects and include this time in the macro used to notify the text party that the other party has disconnected, i.e. PERSON HUNG UP AT 16:34 CST GA. This information is available to relay users upon request.

### **Video Relay Service**

The provider of WTRS offers Video Relay to end-users. The FCC has allowed the recovery of the costs of Video Relay from the Interstate TRS Fund. Hamilton Relay VRS provides maximum user flexibility and ease of operation. Hamilton Relay VRS meets all FCC video relay standards. A description of Hamilton's Video Relay offering follows:

**In compliance with FCC requirements, Hamilton Relay offers 24/7 VRS operability. VRS users nationwide can access Hamilton Relay VRS 24 hours a day, 7 days a week, 365 days a year including holidays. Hamilton Relay expanded its hours of operation well in advance of the FCC's January 1, 2006 deadline.**

The FCC also requires VRS providers to answer 80 percent of all VRS calls within 120 seconds by January 1, 2007. **Hamilton is in compliance with the FCC's requirement as it relates to ASA and reports this information to NECA.** Hamilton measures ASA for VRS using the same method as it does for traditional relay minutes.

Hamilton subcontracts the labor management associated with VRS to Birnbaum Interpreting Services and currently provides VRS from three centers in the locations listed below.

8555 16<sup>th</sup> Street, Suite 300  
Silver Spring, MD

9107 Bluebonnet Centre Blvd.  
Baton Rouge, LA

8383 Greenway Blvd., Suite 90  
Middleton, WI

Hamilton Relay VRS gives relay users access to sign language interpreters at the relay center via locations (i.e. homes, offices, etc.) equipped with video conference equipment. Instead of using a telephone and/or TTY, a relay user calls the relay with video equipment (i.e. a computer equipped with desktop conferencing software and a camera, videophone, or a television and appropriate video equipment). An interpreter at the relay center answers the call, and begins to communicate in sign language with the caller. The interpreter asks for the number to be called, or receives it as text from the user, and places the call. The interpreter will then begin to relay the call by translating the calling party's sign language into voice for the called party. The relay call is then translated from voice to sign language.

The user reaches the video relay system via the Internet (a web page or IP address) and the equipment at the operator workstation and the video user's equipment automatically set up for the highest speed at which the two units can mutually operate.

All interpreters used by Hamilton to perform Video Relay Services are qualified in their ability to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. All interpreters are proficient in ASL, Signed English, and PSE, both receptive and expressive and oral interpreting. Specifically, Hamilton will only use sign language interpreters to perform Video Relay Services who strictly adhere to a professional "Code of Ethics" developed and supported by the Registry of Interpreters for the Deaf, Inc. (RID) along with representation from the Deaf Community. All interpreters will adhere to the RID Code of Ethics and the same pledge of confidentiality all CAs must follow.

Hamilton Relay VRS is available at [www.hamiltonrelay.com](http://www.hamiltonrelay.com) or at HamiltonVRS.tv from an H.323 device. Relay users who have high speed Internet access and video equipment, are able to enjoy the ease of use, quality and confidentiality of Hamilton Relay AND the award winning qualities of BIS interpreters with Hamilton Relay VRS!

With Hamilton Relay VRS, the relay user is in charge – creating a customized video relay environment and conversation that fit each individual perfectly:

- **Customers can customize** their video calls by giving the CA specific instructions on a per call basis (i.e. no explanation or no identification of relay, customized greetings, etc.). By customizing their own greetings, **relay users can take action to ensure that they will**

**never be hung up on again through the relay.** With Hamilton Relay VRS, **customers** can completely personalize their relay service to meet their own needs.

- **Customers can customize** their calls using their “Customer Profile”. Hamilton Relay VRS allows customers to completely personalize their relay service their way. With the Hamilton Relay VRS Customer Profile, the customers’ instructions for the CA and their calling preferences will be followed on every call!
- **Customers choose** the type of equipment to use with Hamilton Relay VRS. Customers can use a PC together with a web cam and NetMeeting or similar software OR they can use The D-Link DVC-1000 i2eye™ VideoPhone, the Sorenson VP-100 VideoPhone, or other similar H.323 compatible devices. Since the DVC-1000 i2Eye™ and the Sorenson VP-100 VideoPhones are stand-alone devices, customers do not need a computer to videoconference over the Internet, but do need a television and high speed Internet access.
- **ASL or English:**  
**Customers choose** the method to have their conversation relayed. Because of the quality of our Interpreters & Transliterators, individuals can have their conversation interpreted in ASL, English or somewhere in between. If the customer chooses English, the Interpreter/Transliterator will transliterate their call using “**sign supported speech**” (signing conceptually accurate in English word order and English on the lips). This allows the individual to lip-read or speech-read their conversation while simultaneously reading the signs. This is a great feature, allowing CUSTOMERS to choose the best communication style to meet their needs! If customers choose **ASL** their call will be interpreted.
- Voice users can call **relay users** with Hamilton Relay VRS. The voice user will call the relay center at 866-498-4777 and will give the Interpreter the relay user’s IP address or User Name. If the voice user gives the interpreter the relay user’s User Name as a way to call them, the relay user must be logged-on to the internet and the Hamilton Relay VRS web site to receive a call from a voice user.
- **VCO & Hamilton Relay VRS**  
**Customers can make VCO calls through Hamilton Relay VRS.**  
To make a VCO call through Hamilton Relay VRS, the relay user selects the VCO option and uses a headset (or microphone connected to his computer) to give the Interpreter the number to call. During a VCO Hamilton Relay VRS call, the relay user speaks directly to the person he is calling. When that person responds, the relay user (if they have some degree of hearing) will be able to hear the caller’s voice, while simultaneously reading the Hamilton Relay VRS Interpreter on his screen. **The Hamilton Relay VRS Interpreter completes the call without calling the relay user’s telephone line and making a 2-Line VCO call.** If the quality of the connection is poor with the headset or microphone, the Hamilton Relay VRS Interpreter will offer the 2-Line VCO method, in which the Interpreter will dial the relay user’s voice telephone number.
- **Video Mail and Missed Calls**  
Similar to telephone voice mail, Video Mail allows a caller to leave a video message when the person they are calling is not available. The recipient of Video Mail then receives an e-

mail containing the video message as a QuickTime attachment. In the same fashion, if a caller chooses not to leave Video Mail, a Missed Calls notification e-mail is sent providing the number of the person that attempted to call.

### **Transmission Bandwidth**

Hamilton's Video Relay System is H.323 compliant. Hamilton's video quality and clarity is more than sufficient to make signing understandable. Bandwidth transmission is available well beyond 384 KBPS for any Video Relay user. Hamilton's system automatically connects at the highest speed allowable by the video relay user's equipment.

### **Confidentiality of Calls**

All calls handled by Hamilton Relay VRS are kept strictly confidential. By law, no relay employee can share ANY information from a relay conversation. There are NO records, documents or recordings of any relay conversation.

### **Hamilton's Provision of FCC Waived Services**

- Hamilton has made voice-initiated VCO and HCO services available through its video relay. As long as the VRS user has a headset or microphone and speaker, an end to end voice path is automatically created from the video user to the voice user. No additional action is required on the part of the VRS interpreter. Unlike traditional VCO and HCO, there is no need to wait for a GA. The video user can voice or listen as much or as little as they like, and the interpreter will do the rest. If the quality of the connection is poor with the headset or microphone, the VRS Interpreter offers the 2-Line VCO or HCO method, in which the Interpreter dials the relay user's voice telephone number.
- Speed dialing is available through a customer profile option on Hamilton's video relay service.
- Hamilton is able to provide three-way calling if the relay user conferences in another party, i.e. the voice user is able to tie the third party directly into the conversation or by making a second call to the relay center.

### **Voice Call Progression**

WTRS provides this service in which voice or HCO relay users or Speech to Speech users hear everything on the line as the relay call is being set up by the Communication Assistant.

### **Voice Carryover (VCO)**

Voice Carryover (VCO) provides relay users with the ability to call to or receive a call from a voice-capable caller who is hearing-disabled permitting the caller to speak his or her own message directly to a call recipient who is hearing-capable without such transmission being processed by the CA. The CA then types any conversation spoken to the VCO user so it can be read on the TTY. WTRS allows relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect voice and say "VCO" and WTRS connects the call. Voice users do not hear tones during a VCO call.

WTRS allows VCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of VCO call types are also available through WTRS.

The following is a comprehensive description of the method used to achieve this type of service.

A voice person receiving a call from a VCO user will experience the following:

"This is WTRS Relay CA # \_\_\_\_\_. with a call from someone who may be deaf or hard of hearing and uses Voice Carry Over. Have you received a relay call before?"

At the same time, the CA will type to the VCO user the terminator's greeting and gender (i.e. HELLO (M)).

If the voice party answers "Yes,"

The CA will VOICE: "Have you received a Voice Carry Over call before?"

If the party answers "Yes,"

The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No," the CA will send a macro (EXPLAINING RELAY) to the VCO user and will voice: "The person calling you through the relay uses Voice Carry Over. You will hear the person speaking directly to you. When the caller says, "Go Ahead", it is your turn to talk. Then I will simply type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say "Go Ahead" when you are finished speaking. One moment and you will hear your caller's voice."

### **VCO Greeting Identifier**

WTRS CAs inform VCO users that VCO is on by sending a macro that states (VCO ON GA).

### **VCO-HCO and HCO-VCO**

WTRS provides this service to VCO and HCO users who call another HCO or VCO user through the relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

### **VCO Permanent Branding**

WTRS provides this service through its customer profile. Profiled customers or customers who dial the dedicated VCO toll free number directly will be automatically connected to VCO without any CA intervention at the workstation. Once VCO is connected, the Communication Assistant sends the "VCO ON" hot key followed by another hot key "WTRS CA XXXXF NBR PLS GA".

### **VCO-TTY and TTY-VCO**

WTRS provides this service in which VCO users can call a TTY user (or vice versa) through the relay. The VCO user voices his/her conversation which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

In addition, WTRS provides VCO to TTY or ASCII services as well as all other combination of call types involving VCO.

## **VCO-VCO**

This service allows two VCO users to contact each other through the relay. WTRS provides VCO to VCO service where the CA types to both parties, preventing the VCO users from having to type their part of the conversation.

## **VCO with Privacy**

WTRS will provide VCO with Privacy upon request in which the CA will not hear the caller speaking through the relay, and will only type voiced responses back to the VCO user.

## **Voice Gender ID**

WTRS CAs indicate to the TTY user the gender of the non-TTY relay user at the beginning of the call – (M) Male, (F) Female, or (Child) Child. If the CA is absolutely not sure, the CA will type (?).

WTRS CAs also indicate to the TTY user when another voice person has become involved in the call. WTRS identifies the gender of the new party involved in the call immediately.

## **Voice to Voice Call Release**

WTRS provides Voice to Voice call release which allows a hearing user to connect to another hearing user via the Relay. This happening is usually inadvertent. Rather than blocking the call, this feature allows the CA to be "released" from the telephone line without triggering a disconnection between two hearing users. The CA releases the call after the CA connects the originating hearing caller to the hearing called party.

Once the CA hears the two hearing parties are able to communicate with each other, the CA states, "CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW".

The CA receives an automated message box with instructions to release the call from the workstation. Once the call has been released from the workstation, the CA is able to take other incoming calls.

Using the above procedure, WTRS provides a voice to voice call release function, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice).

## **1010 Numbers**

WTRS offers 1010 dialing through the relay. This service is functionally equivalent to using 1010 services when not placing calls through the relay.

## **7-1-1**

All services available from WTRS are accessible through 711 including Speech to Speech. WTRS meets all the same general requirements set forth for all relay calls when 711 is dialed rather than an 800 number.

## 900/800 Pay Per Call

WTRS allows relay users to access intrastate and interstate 800, 900 and 976 pay-per-call services in which the company providing the service bills the end-user directly.

A relay user simply calls the TTY relay number and gives the 800, 900 or 976 number to the CA. The CA places the call as usual and begins relaying the call. **On all 900 or 976 numbers, WTRS CAs type the dollar amount per minute associated with the call to the TTY user and ask them if they want to continue the call before charges begin.** The calling party is billed for the call by the 900-service provider or the carrier, whichever is appropriate. Through the use of the Customer Profile, relay users may restrict pay-per-call services from being placed from their telephone line.

## ADDITIONAL FEATURES

1. WTRS CAs always follow the relay users' instructions. This includes instructions in the profile, specific instructions given on any individual relay call, etc. For example, if a relay user instructs the CA not to type a recorded message and identifies the option he wishes to reach by number, the CA will bypass the recording and go directly to the option indicated. This dramatically increases the speed of call processing for the relay user.
2. WTRS has the ability to place the following call types:

Bill to ANI	Person to Person
Third Party	PP - Bill to ANI
Collect	PP - Third Party
Calling Card/Credit Card	PP - Collect
Prepaid Calling Cards	PP - Calling Card/Credit Card
3. WTRS relay users wanting to dial 711 can still make use of their customer profile.
4. If the called party is disconnected by the CA or technical error, the CA will redial the called party at no charge to the customer.
5. If a relay user requests the CA to give the correct relay number during the conversation, WTRS CAs will give the number as requested.
6. WTRS CAs give relay users who want another state's relay number the correct information.
7. If so desired by the relay user, WTRS has the ability to work with regular telephone operators to interrupt another telephone line or to check a line for conversation.
8. WTRS allows the relay user to control all aspects of the calls. In addition, WTRS puts no restrictions on the number or duration of calls placed through the Wisconsin Relay. Relay users are also able to request a specific CA gender.
9. WTRS meets all FCC blockage and answer time standards.

10. WTRS is able to accommodate any level of growth for the Wisconsin Relay.

*Following in this Appendix, WTRS has included sample materials including its Customer Profile, Guide to Understanding Your Customer Profile and a tip sheet designed to assist relay users with choosing a long distance carrier to match their calling styles.*



# Wisconsin Telecommunications Relay System Customer Profile Application

## 1. Customer Information

Phone Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ E-mail Address \_\_\_\_\_

First & Last Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

☐ Check here if you want to be on the WTRS Mailing List.

## 2. Password + PIN

To make sure you are the only person who can make changes to your Profile, you should pick a "password" (secret word). Pick 4 to 10 letters and /or numbers. You also need to pick a "PIN" (secret number) to allow the CA to view your Profile when you make Internet Relay calls or when you use Remote Profile. Pick 4 numbers.

Password: \_\_\_\_\_ Pin: (pick 4 numbers) \_\_\_\_\_

## 3. Making Relay Calls (check one) Every time I CALL Relay, I use ...

*If you live with a person who calls relay differently than you, contact Customer Service.*

**\*Section 3 does not apply when making calls using Hamilton Relay Internet**

Language Type: ☐ English ☐ Spanish

<input type="checkbox"/> VCO Phone <input type="checkbox"/> w/ keyboard <input type="checkbox"/> w/out keyboard	<input type="checkbox"/> 2 Line VCO <input type="checkbox"/> w/ ASCII <input type="checkbox"/> w/ Turbo Code	<input type="checkbox"/> TTY <input type="checkbox"/> ASCII <input type="checkbox"/> HCO	<input type="checkbox"/> 2 Line HCO <input type="checkbox"/> Speech to Speech	<input type="checkbox"/> Voice only user: <input type="checkbox"/> 711 <input type="checkbox"/> 800#
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## Answering Relay Calls (check one) When I ANSWER a Relay call, I use....

*If you live with a person who answers relay differently than you, skip this part.*

<input type="checkbox"/> TTY <i>(VCO users with a TTY answering machine should mark TTY)</i>	<input type="checkbox"/> VCO <input type="checkbox"/> w/ keyboard <input type="checkbox"/> w/out keyboard	<input type="checkbox"/> Voice <input type="checkbox"/> HCO <input type="checkbox"/> ASCII	<input type="checkbox"/> Speech to Speech <input type="checkbox"/> Spanish
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## 4. Long Distance Company—Check only one

**\*If you leave this section blank, your bill will come from AT&T\*\***

**\*Section 4 does not apply when making calls using Hamilton Relay Internet.**

Please choose your long distance phone companies from the list provided.

My long distance company is: \_\_\_\_\_

If you do not see your long distance telephone company on the list please provide the company name and the customer service number for the company.

## 5. For every relay call I make, I want....

**Check the service you want with EVERY relay call you make.**

<input type="checkbox"/> Translator – Translate ASL to English	<input type="checkbox"/> Spell Check Off
<input type="checkbox"/> Slow Typing – CA will type slowly	<input type="checkbox"/> No Abbreviations

## 6. Speed Dialing

When using Speed Dialing through Hamilton Relay Internet, leave the "Number you are Calling" box blank.

Name	Phone Number
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

## 7. Greetings

You can customize how the CAs identify relay to the person you are calling if so desired:

- ☐ I want CAs to say my first name to the people I call. Name: \_\_\_\_\_

*Example: "This is WTRS CA 4444 with a call from Bob. Are you familiar with the relay?"*

- ☐ I want CAs to tell the people I call I am:

<input type="checkbox"/> Deaf	<input type="checkbox"/> Hard of Hearing	<input type="checkbox"/> Speech Disabled	<input type="checkbox"/> Deaf/Blind
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*Example: "This is WTRS CA 4444 with a call from someone who is deaf. Are you familiar with the relay?"*

- ☐ (NE) Never explain how to use the relay to any person I call.
- ☐ (NI) Never identify the relay to any person I call. (requires "My Hello")
- ☐ My Hello (50 Characters including spaces): CAs will always greet the people you call this way:

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*Example: Hi, Bob here How are you?*

## 8. Restrictions

Select the types of calls that you do not want made from your telephone. If you check any on this list, you will not be able to make those types of calls through the relay. Please note long distance and directory assistance calls are free with Hamilton Relay Internet.

<input type="checkbox"/> Long Distance	<input type="checkbox"/> 900/976	<input type="checkbox"/> International	<input type="checkbox"/> Directory Assistance	<input type="checkbox"/> Operator Assistance
--	----------------------------------	--	---	--

When completed please return to:

WTRS Customer Service 8383 Greenway Blvd., Suite 90, Middleton, WI 53562

Fax 608-827-0402

Customer Service: 800-283-9877 TTY  
800-395-9877 Voice

Or fill out your Customer Profile on-line at <http://www.hamiltonrelay.com/states/wi.htm>

## Wisconsin Telecommunications Relay System Guide for Understanding Your Customer Profile

Hamilton Relay has developed a Remote Profile feature, which allows you to access your customer profile from any phone or web-based computer, in any location. With Remote Profile, simply give your telephone number (or pre-established ten digit number) and PIN number to the CA. This permits the CA to view your selected preferences. This feature is of great benefit if you have more than one relay user living in the household because each person can establish his/her own profile! If you travel, you are always able to access your profile from anywhere.

### 1. Customer Information

Please fill in all of the information in this section. This information will only be used by Customer Service staff.

### 2. Password + PIN (Required)

Your password prevents other people from changing any information on your profile without your permission. It must be 4 to 10 letters and/or numbers. A PIN is needed so the CA can view your customer profile when you make Internet relay calls, or when you use Remote Profile. It must be 4 numbers.

### 3. Making Relay Calls

This section allows you to select the way you **CONNECT TO** relay. *If you live with a person who answers relay differently than you, each person should create his/her own profile.*

**Voice Carry Over (VCO)** is ideal for a person who has difficulty hearing and has understandable speech. The VCO user speaks directly to the person they are calling. When the person s/he is calling responds, the Communication Assistant (CA) types everything that is heard for the VCO user to read.

**Hearing Carry Over (HCO)** is ideal for a person who can hear but is unable to speak. The HCO user types what s/he wants to say, and the Communication Assistant (CA) reads it to the caller. The HCO user then listens to the caller's response.

**ASCII (Computer/TTY)** is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

### Answering Relay Calls

This section allows you to select the way you want to **ANSWER** or receive your relay calls.

#### Important:

After your Customer Profile has been entered into the WTRS database, all relay calls made or received from your profiled phone number will connect automatically as listed on your Profile.

*\*Section 3 does not apply if only making calls using Hamilton Relay Internet.*

### 4. Long Distance Company—Check only one

If you do not pick a long distance company, all of your long distance calls will be billed through AT&T. Please contact Customer Service if the long distance company you use (or would like to use) is not listed on this form.

*\*Section 4 does not apply if only making calls using Hamilton Relay Internet.*

### 5. For every relay call I make, I want...

The following features may be helpful to some relay users. However, they are not necessary for all relay users.

**ASL/English Call Translation** – Native ASL relay users or people who do not feel comfortable with English can have the ASL Translator voice in correct English and type back in ASL word order. The Translator will translate for both the TTY user and the voice user unless given other instructions.

**Slow Typing** – Relay users who are visually impaired or who are new TTY users may find slow typing helpful. The CA will type slowly giving the reader more time to focus on the TTY screen.

**No Abbreviations** – Normally, the CA types many abbreviations during a relay call. For example, please = PLS, meeting = MTG, tomorrow = TMW and many others. By choosing “No Abbreviations”, the CA will type word for word, without using abbreviations.

## 6. Speed Dialing

Write the name, area code and phone number of the people you frequently call. It's that simple! When you want to call that person, first connect to the CA and just tell the CA “Pls call Mom GA”. You can have 10 people on your Speed Dial list.

For example: Mom 414-123-4567  
Doctor 920-333-4455  
Daycare 715-987-4561

**When using Speed Dialing through Hamilton Relay Internet, leave the “Number you are Calling” box blank.**

## 7. Greeting Features

The greeting feature(s) you choose will be used on ALL RELAY CALLS.

**Use my First Name** – If you select this feature, the CA will say your name as the call is introduced. For example: “This is Wisconsin Relay CA 4444 with a call from Bob. Are you familiar with the relay?” If you live with another relay user, this will only work if each person creates his/her own profile.

**Deaf, Hard of Hearing, Speech Disabled, Deaf Blind** – If you select this feature, the CA will tell the person you are calling that you are deaf, hard of hearing, speech disabled or Deaf Blind. For example: “This is Wisconsin Relay CA 4444 with a call from Bob who is deaf. Are you familiar with the relay?”

**No Explanation of the Relay (NE)** – If you select this feature, the CA will not explain how the relay works to the people you call. For example: “This is Wisconsin Relay CA 4444 with a relay call from someone who maybe deaf or hard of hearing. One moment for your conversation to begin”.

WTRS uses the following language to explain relay. “The person calling you through the relay is simply typing their conversation and I will read it to you. When I say, “Go Ahead”, it's your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, “Go Ahead”, when you are finished speaking. One moment for your conversation to begin.”

**Do Not Identify the Relay (NI)** – If you select this feature, the CA will not inform the person you are calling that you are using the relay. **This works best when a TTY user is calling someone who is familiar with the caller and knows how to use the relay.** If you choose “NI”, you MUST also choose “MY HELLO” listed below.

**My Hello** – If you select this feature, the CA will read what you have written as a greeting on all calls. It is very important that the CA has something to say when the hearing person first answers the phone. This greeting is limited to 50 characters including spaces. **Only select this feature if you do not like any of the options above or if you picked “NI”.**

**NOTE:** If you have a profiled greeting or if you type a greeting before the CA dials, the CA will read your greeting immediately. For example: “This is Wisconsin Relay CA 4444, with a call from(your greeting) Are you familiar with the relay? GA”.

## 8. Call Restrictions or “Blocks”

You can stop someone from making long distance, international, 900, Directory Assistance or Operator Assisted relay calls from your home. This feature can save you money by protecting your phone bill. Once you choose the kinds of calls you want blocked, no one will be able to make those types of relay calls from your number.

**When using Hamilton Relay Internet, Long Distance calls are FREE!**

When completed please return to:

WTRS Customer Service 8383 Greenway Blvd., Suite 90, Middleton, WI 53562

Fax 608-827-0402 • Customer Service 800-283-9877 TTY • 800-395-9877 Voice

Or fill out your Customer Profile on-line at <http://www.hamiltonrelay.com/states/wi.htm>

# How to make long distance work for you.

## **Step One - Determine your call patterns.**

Do you call long distance often?

If yes, where do you call? In-State? Out-of-State?

What time of day do you make these calls?

## **Step Two – Shop around.**

Call different long distance companies. Tell them your long distance calling patterns. They may have a calling plan that fits your calling patterns.

## **Step Three – Choose the best rate plan that fits your call patterns.**

Inform long distance carrier that you are a TTY/VCO user. Many long distance companies have TTY/VCO user discounts. Also tell them that you use the relay and want the same calling plan rates for your relay calls.

## **Step Four – Call your relay's Customer Service Department and tell them which long distance company you prefer to use.**

Also tell Customer Service about any calling plans you have with your long distance company.

## **Step Five – Pay attention to rate changes.**

Long distance companies are competing for your business. Rates and calling plans are constantly changing. From time to time, check back with your long distance carrier, as well as others, to see if they have a better plan that can save you more money.

**\*\*NOTE: IF YOU DO NOT CALL YOUR CARRIER AND LET THEM KNOW YOU ARE THEIR CUSTOMER AND USE RELAY YOU WILL BE BILLED AT A HIGHER RATE.**

Listed below are the Long Distance Companies that are currently offered through the relay and their customer service numbers:

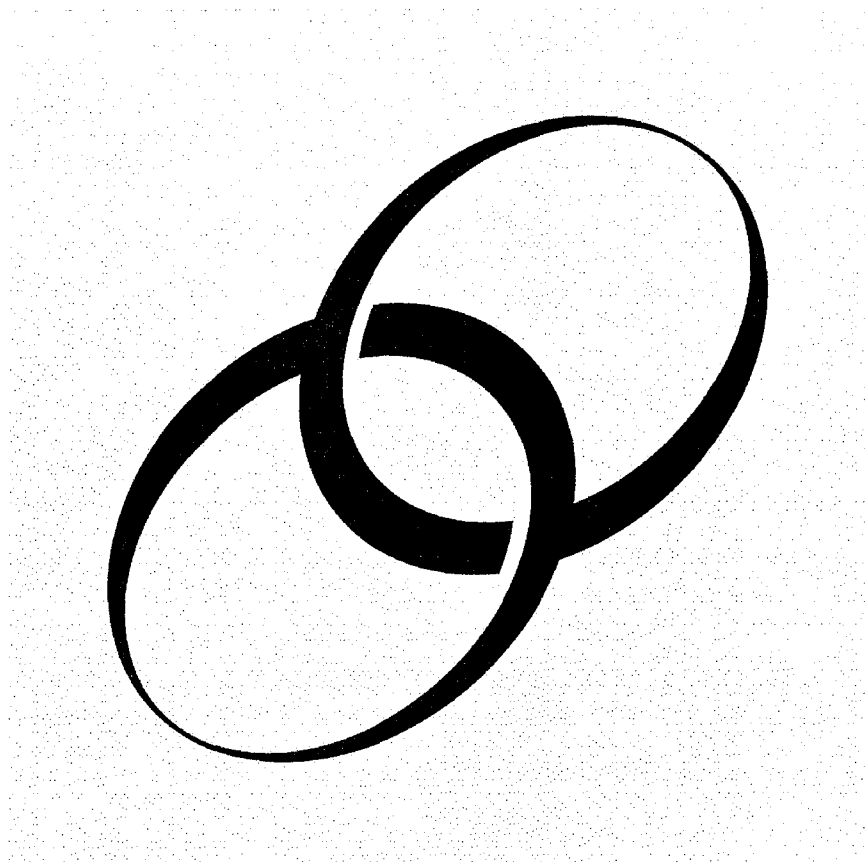
**Wisconsin--(34)**

American Telecommunication	LDMI	SBC Long Distance
AT&T	Lightyear	Sprint
BCN-Better Comm. Now	Marquette-Adam Comm	TDS Telecom
Broadwing/Level3	MCI/World Com	Time Warner
Century Tel	McLeod	TNCI
Coastal Long Distance--RESALE	Norlight	Touch Tone
Comcast	Pineland Long Distance	TTI National
CTC	Primus Telecom	VarTec Five Line
Excel	Qwest	Verizon
Frontier/Citizens	RSL	Windstream/Alltel
Global Crossing	SAGE	Wood County Telephone(WCTC)
HTC Global Reach		

updated 6/25/07

# **Appendix B**

## **CA Training Outline**



**Wisconsin**  
**Telecommunications**  
Relay System

This Attachment contains WTRS' Communication Assistants Training class schedule. Such topics as confidentiality, handling of emergency and crisis calls, consequences of non-compliance to policies, and functions and roles of a CA are thoroughly explained. WTRS Spanish Communication Assistants must complete the same training as all traditional Communication Assistants plus pass additional test showing proficiency in the Spanish language.

WTRS Communication Assistants conduct themselves in a professional manner at all times while representing the Wisconsin Telecommunications Relay System. Through detailed procedures and a work environment and atmosphere which emphasizes quality and professionalism, WTRS is able to maintain its outstanding reputation for quality relay services.

### **Training Plan**

WTRS helps each Communication Assistant excel at his or her job as a result of its hiring and training procedures. Before taking the first call, Communication Assistants are prepared to relay calls in such a fashion that exceeds FCC standards.

Time is allocated throughout the initial training process to instruct Communication Assistants on the proper phrasing of typed ASL "gloss", ASL style and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of deaf, hard-of-hearing and speech disabled users, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff who are familiar with the deaf and speech disabled communities, observation, participation in both simulated and live calls, and a variety of role play scenarios. WTRS CAs are well trained to effectively meet the specialized needs of hearing and speech disabled individuals as explained below.

WTRS uses a variety of trainers throughout its training period. WTRS has a Training Coordinator who is responsible for the overall program. This person does all the classroom training and leads role-play activities. In addition, WTRS deaf employees and Communication Assistants all play a role in training. Deaf employees teach Deaf culture while Communication Assistants share general knowledge about the relay and assist with role playing activities.

### **Disability/Relay/Deaf Culture Training**

All relay service staff receive training devoted solely to disability issues, including ASL "gloss" and grammar, Deaf culture, issues relating to hard of hearing, late-deafened and speech-disabled users, dual sensory impaired users, diversity issues, ethics and confidentiality. WTRS has on staff several people who are very familiar with the deaf and speech disabled communities. Their expertise is shared during the training experience and is used on an on-going basis to refresh all Communication Assistants.

### **Speech to Speech Training**

In order to become a STS CA, an individual must pass the same tests as traditional CAs, meet the strict STS criteria and pass an STS exam by successfully demonstrating the ability to understand a variety of speech patterns. Prospective STS CAs demonstrate their fluency in English as documented by the primary supervisor during their first 6 months of employment as regular (non



STS) CAs. A CA must be recommended by the primary supervisor in order to apply for a STS CA position. Having met this requirement, those wishing to become STS CAs must complete specific testing of English language skills, specifically vocabulary, grammar and syntax as well as speech comprehension.

During the training, STS CAs learn about speech disabilities and are given specific strategies to use in order to facilitate calls between STS users and end users. STS CAs also receive detailed training on STS policies and procedures. As follow-up to the initial training, the STS Program Supervisor continually educates all STS CAs on speech disabilities, their respective implications and etiquette through the use of a STS newsletter, STS Resource Library materials (articles, books, videos, etc.) workshops, and in-service meetings.

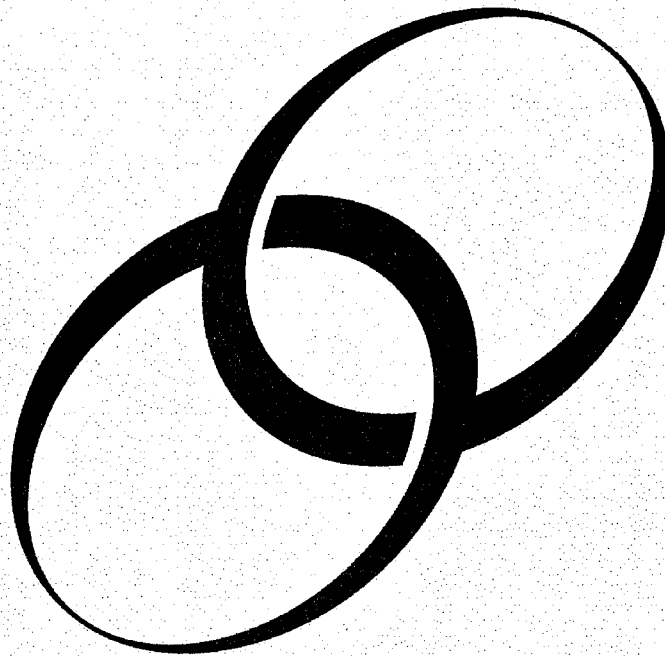
# Class Schedule

Day # 1		Day # 2		Day # 3		Day # 4		Day # 5	
Intro to Relay - Terms	8:30-9:30	Quiz- Tone of Voice	8:30-9:00	Quiz-Hot Keys	8:30-9:00	quiz closing calls	8:30-9:00	quiz lang. 3 inters due	8:30-9:00
Discuss Screen	9:30-10:00	TTY to Voice Practice	9:00-10:30	Voice-TTY	9:00-10:30	TTY-TTY & Practice	9:00-10:30	Voice Orig Ans Mach	9:00-10:30
Practice Logging on	10:00-10:30	Break	10:30-10:45	Break	10:30-10:45	Break	10:30-10:45	Break	10:30-10:45
Break	10:30-10:45	cont. TTY-V w/closings	10:45-12:30	Cont. Voice-TTY	10:45-12:30	<b>CA Service Role</b>	10:45-12:30	<b>CA Service Role</b>	10:45-12:30
Com. Effectively w/TTY-pg10	10:45-11:30	Lunch	12:30-1:00	lunch	12:30-1:00	<b>Telephone Service Skills</b>		<b>Listening Skills</b>	
Decorum	11:30-12:30	<b>CA Service Role (1)</b>	1:00-2:45	<b>Typing Drills</b>	1:00-2:00	Lunch	12:30-1:00	<b>Practice Activity</b>	
Lunch	12:30-1:00	Break	2:45-3:00	<b>Ergo mtg</b>	2:00-2:30	Recap All Calls	1:00-2:00	Lunch	12:30-1:00
Index Book	1:00-1:15	Obs sheets, IEC	3:00-4:00	Closing call review	2:30-3:00	Practice Profiles	2:00-3:00	Practice learned calls	1:00-3:00
<b>Company's Overview</b>	1:15-2:15	Speed dial, connect		Break	3:00-3:15	Break	3:00-3:15	and Profiles	
Introduce TTY to Voice	2:15-3:00	modes		<b>Typing Drills</b>	3:15-5:00	Call/Typing Drills	3:15-5:00	Break	3:00-3:15
Break	3:00-3:15	<b>Typing Drills/Recap</b>	4:00-5:00					<b>Typing/Call Practice</b>	3:15-5:00
<b>Typing Drills</b>	3:15-5:00	TTY to Voice		Homework study				Give Final Study Guide	
Homework Tone of Voice		Homework Hot Keys		closing calls		Homework Language		Homework Language	
Day # 6		Day # 7		Day # 8		Day # 9		Day # 10	
Quiz Language	8:30-9:00	quiz (based on need)	8:30-9:00	VCO-Voice	8:30-10:30	Call test Ans Mach	8:30-10:30	Review Recordings	8:30-10:30
Voice orig ans mach recap	9:00-10:00	TTY-Voice test (1)	9:00-11:30	VCO Ans Mach		Break	10:30-10:45	Break	10:30-10:45
TTY Orig ans mach intro	10:00-10:30	Typing/Shadowing/		Break	10:30-10:45	Voice-VCO (prof & no pr)	10:45-12:15	Remote Profile	10:45-11:15
Break	10:30-10:45	Interviews (incl break)		Cont w/VCO	10:45-12:30	711	12:15-12:30	Lormar Logic	11:15-12:00
TTY Orig Ans Mach	10:45-12:30	Game	11:30-12:30	Lunch	12:30-1:00	Lunch	12:30-1:00	Pager Calls	12:00-12:30
Lunch	12:30-1:00	Lunch	12:30-1:00	Q & A for Final	1:00-2:00	Dir Assist	1:00-2:00	Lunch	12:30-1:00
<b>CA Service Role</b>	1:00-3:00	Recording/Turbo Intrpt	1:00-3:00	<b>Deaf Culture/ASL</b>	2:00-4:00	Internet Calls	2:00-3:00	Game	1:00-1:30
<b>Difficult Calls/Summary</b>		Break	3:00-3:15	Break	4:00-4:15	Break	3:00-3:15	Live Calls(incl. break)	1:30-4:30
Break	3:00-3:15	Quality/Monitoring mtg	3:15-4:15	<b>Typing Drills</b>	4:15-5:00	Take live calls (pair)	3:15-5:00	Discuss Calls	4:30-5:00
911	3:15-4:15	<b>Typing/call practice</b>	4:15-5:00						
<b>Typing/Practice calls</b>	4:15-5:00							3 interviews due	
Day # 11		Day # 12		Day # 13		Day # 14		Day # 15	
HCO-Voice/Voice-HCO	8:30-10:30	VCO Call Tests	8:30-10:30	2 Line VCO	8:30-12:30	<b>Final /Index Book Due</b>	8:30-10:00	<b>Typing Drills</b>	3 hrs
HCO-TTY/TTY-HCO		Break	10:30-10:45	VCO-TTY		Remaining Interview Due		On Relay Floor	
Break	10:30-10:45	Captel/NY/OSD	10:45-12:00	TTY-VCO		Technical Session	10:00-10:30		
Long Distance	10:45-11:45	Lunch	12:00-12:30	Lunch	12:30-1:00	Relay Floor	10:30-12:30	Graduation	
Discuss Miscellaneous info	11:45-12:30	<b>Typing Drills/Relay</b>	12:30-5:00	<b>Typing Drills/Relay</b>	1:00-5:00	Lunch	12:30-1:00	Relay Floor Etiquette	
Lunch	12:30-1:00	Floor		floor		VCO-VCO	1:00-3:00	HR topics	
Oni Box	1:00-1:30					VCO-HCO/HCO-VCO			
Slam	1:30-2:30					Break	3:00-3:15		
Relay Floor (incl break)	2:30-5:00					<b>Typing Drills/Relay Floor</b>	3:15-5:00		

Company Overview-  
 Attendance -  
 Decorum-  
 Ergonomics-  
 Quality/Monitoring-  
 Technical Session-  
 Relay Floor Etiquette-  
 HR Topics -  
 Interviews - Trainees use this time to meet and get to know the sups and leads

19-Oct-06

# **Appendix C Contingency/ Disaster Recovery Plan**



**Wisconsin  
Telecommunications**  
Relay System

# HAMILTON RELAY™

**Hamilton Relay Service's Disaster Recovery Plan follows. This plan allows Hamilton to deal with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. This plan shows in detail the level of escalation which will be employed to deal with the problem and restore service. This plan is also designed to ensure that no aspect of relay service is impaired. Hamilton Relay Service's Disaster Recovery Plan establishes three levels of disaster recovery. As a result, Hamilton is prepared for all types of disasters.**

**Level One: The first and lowest level of disaster recovery would be implemented if less than 25% of a center's call volume is interrupted for thirty minutes or more.**

**Level Two: This plan would be implemented if 25% to 49% or more of a center's call volume is interrupted for thirty minutes or more.**

**Level Three: This is the highest priority disaster level. This plan would be implemented any time 50% or more of a center's call volume is interrupted for thirty minutes or more.**

**If any of these plans is implemented and a problem occurs, escalating the situation to a higher level of service interruption, the next level of disaster recovery plan would be implemented.**

**Hamilton has defined specific time frames in which each action step of the disaster recovery plan should be enacted. A detailed record of each step taken as well as the time the step was put into action will be recorded.**

**Please refer to the Disaster Recovery Time Line located on the second page of each section.**

**Hamilton has the ability to overflow traffic between its relay centers. It is done automatically on a daily basis. During a disaster, this is done automatically but can be done manually to aid our recovery process, if necessary. Hamilton can reroute traffic through its relay switches or we have personnel trained to reroute the traffic at the network level. This can be done in a matter of minutes.**

**Disaster Recovery Timeline  
Level One Disaster**

The following steps should be implemented immediately.

Within 15 minutes of the disaster's inception the Supervisor on duty should contact:

Dixie Ziegler  
Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

Barb Handrup  
Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

and /or

Greg Stephens  
Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

Robert Patterson  
Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

If deemed necessary, implement overflow procedure to route calls to the remaining center or centers that are still in operation. Determination will be made by one of the people above, to route all calls, or certain calls by toll-free number.

This level of disaster should have no impact on service. A primary requirement is to notify the Program Administrator immediately if a major problem occurs, or within 15 minutes of any disaster or event that impedes to any degree access to or the processing of any WTRS calls. In addition, a written report explaining how and when the problem occurred, what was required to correct it, and the time and date when the WTRS resumed full operation. This report must be given to the Department within three (3) calendar days of resumption of operation.

Name:  
Jack Cassell  
Wisconsin Contract  
Administrator

Email Address:  
jack.cassell@doa.state.wi.us

Phone Number:  
608-267-6934  
TTY

## Disaster Recovery Timeline Level Two Disaster

The following steps should be implemented immediately.

Within 5 minutes of the disaster's inception the Supervisor on duty should contact:

**Dixie Ziegler**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Greg Stephens**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

and

**Barb Handrup**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Robert Patterson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

If deemed necessary, implement complete or partial overflow procedure to route calls to the remaining center or centers that are still in operation. The determination will be made by one of the people above, to reroute calls at the Hamilton switch point or the network level.

A primary requirement is to notify the Program Administrator immediately if a major problem occurs, or within 15 minutes of any disaster or event that impedes to any degree access to or the processing of any WTRS calls. In addition, a written report explaining how and when the problem occurred, what was required to correct it, and the time and date when the WTRS resumed full operation. This report must be given to the Department within three (3) calendar days of resumption of operation.

Name:  
Jack Cassell  
Wisconsin Contract  
Administrator

Email Address:  
jack.cassell@doa.state.wi.us

Phone Number(s):  
608-267-6934  
TTY

Within one half hour of the inception of the disaster the Supervisor on duty should contact other key personnel:

<b>Name:</b> Diane Taylor  Deborah Ducksworth  Liza Dorsey	<b>Address:</b> Address: City, State Zip Code  Address: City, State Zip Code  Address: City, State Zip Code This information has been redacted	<b>Phone Number(s):</b>       This information has been redacted
---	---	---

Within two hours of the disaster or as soon as service is back online the following person will be notified by the Vice President of Relay, the Operations Manager or whomever they deem appropriate to perform this task. This notification will outline the problem, how it will be corrected and an approximate time the facility will be fully operational.

<b>Name:</b> FCC	<b>Email Address:</b> Thomas.Chandler@fcc.gov	<b>Phone Number(s):</b> Disability Rights Office 202-418-1475 Phone
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## Disaster Recovery Timeline Level Three Disaster

The following steps should be implemented immediately.

Within 5 minutes of the disaster's inception the Supervisor on duty should contact:

**Dixie Ziegler**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Barb Handrup**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

and/or

**Greg Stephens**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Robert Patterson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

Complete overflow procedure to route calls to the remaining center or centers that are still in operation. Determination will be made by one of the people above, to reroute calls at Hamilton's switch point or at the network level.

A primary requirement is to notify the Program Administrator immediately if a major problem occurs, or within 15 minutes of any disaster or event that impedes to any degree access to or the processing of any WTRS calls. In addition, a written report explaining how and when the problem occurred, what was required to correct it, and the time and date when the WTRS resumed full operation. This report must be given to the Department within three (3) calendar days of resumption of operation.

Name:

Jack Cassell

Wisconsin Contract

Administrator

Email Address:

jack.cassell@doa.state.wi.us

Phone Number(s):

608-267-6934

TTY



Within one half hour of the inception of the disaster the Supervisor on duty should contact other key personnel:

<b>Name:</b> Diane Taylor	<b>Address:</b> Address: City, State Zip Code	<b>Phone Number(s):</b>
Deborah Ducksworth	<b>Address:</b> Address: City, State Zip Code	This information has been redacted
Liza Dorsey	<b>Address:</b> City, State Zip Code This information has been redacted	This information has been redacted

Within two hours of the disaster or as soon as service is back online the following person will be notified by the Vice President of Relay, the Operations Manager or whomever they deem appropriate to perform this task.

<b>Name:</b> FCC	<b>Email Addresses:</b> Tom.Chandler@fcc.gov	<b>Phone Number(s):</b> Disability Rights Office 202-418-1475 Phone
---------------------	---	---

Following is the contact information of Hamilton's emergency personnel:

**Dixie Ziegler**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**John Nelson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Robert Patterson**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Greg Stephens**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Barb Handrup**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Deborah Ducksworth**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Liza Dorsey**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

Within an hour all of the essential personnel will have been contacted and backup or replacement equipment needed will have been identified. Any outside resources, such as equipment vendors, will be contacted.

**Backup or Replacement Equipment Needed:**  
D4 channel bank  
All required channel back cards  
T1 CSU packs  
Switch T1 card  
Switch conference card

**Location of Backup or Replacement Equipment:**

Nebraska Center  
Louisiana Center  
Wisconsin Center  
Georgia Center  
Maryland Center

**Outside Resources:**  
(name, address, phone numbers)

Veritek Systems  
972-423-3985

Emergent Network Solutions,  
Inc.  
972-359-6600

**Type of Assistance they can provide:**

Phone/on-site technical assistance for both centers.

Parts and phone/on-site technical assistance for Relay Platforms.

Within 24 hours of the beginning of the disaster, file a written report with the affected States.

Within 2 days of service restoration a second report will be filed with the affected States.

Following the Disaster: Hamilton will follow the action steps listed below. The people that are responsible, the action steps to be taken, as well as the frequency of the action are listed below:

**Action Step One:**  
Determine extent of equipment damage.

Order replacement equipment.

**Person(s) Responsible:**

**Derek Williamson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Gary Bussey**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**When:**  
Immediately after become operational

**Action Step Two:**  
Determine new location for the switch and arrange temporary set-up

**Person(s) Responsible:**

**Robert Patterson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Greg Stephens**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**John Nelson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Dixie Ziegler**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**When:**  
Within 24 hours after the disaster.

Hamilton also has in place preventative measures to assist in the prevention of disasters. The people that are responsible, the action to be taken, as well as the frequency of the action are listed below:

**Action Step One:**

Have facilities in place to handle overflow and to provide back-up capabilities so that calls can be rerouted to the center or centers still in operation.

**Person(s) Responsible:**

**Robert Patterson**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Pat Shaw**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Gary Bussey**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Derek Williamson**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**When or How Often:**

Test every third month: (January/April/July/October)

**Action Step Two:**

Review the disaster recovery plan monthly (15th of each month)

**Person(s) Responsible:**

**Derek Williamson**

Address  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Barb Handrup**

Address  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Disaster Preparation:** Following are the steps Hamilton takes to prepare for any type of disaster. The people that are responsible, the action to be taken, as well as the frequency of the action are listed below:

**Action Step One:**

Review plans and emergency (secondary) plans that reroute traffic to other centers.

**Person(s) Responsible:**

**Derek Williamson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Barb Handrup**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**When or How Often:**

Monthly

**How reviewed or tested:**

Review switching procedures for overflow and back-up.

**Action Step Two:**

Review the disaster recovery plan monthly (15th of each month)

**Person(s) Responsible:**

**Derek Williamson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Barb Handrup**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**When or How Often:**

Monthly

**How reviewed or tested:**

Plan on file. Be sure all testing is up to date.

**Action Step Three:**

Test Overflow and back-up

**Person(s) Responsible:****Pat Shaw**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Derek Williamson**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**When or How Often:**

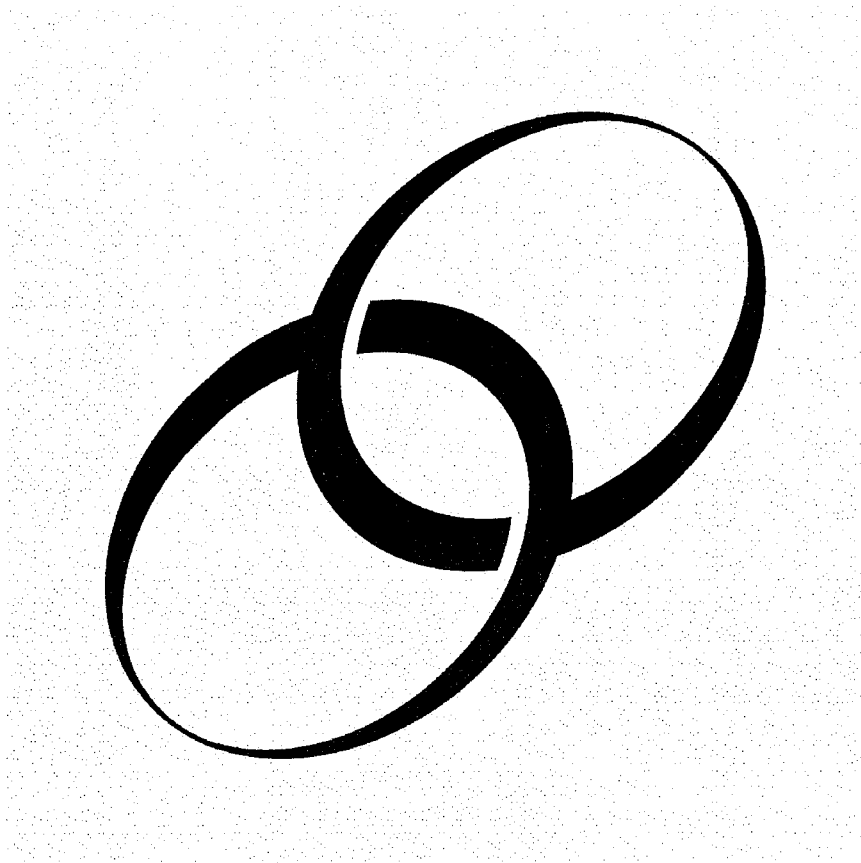
Monthly

**How reviewed or tested:**

Place calls – cause overflow

# **Appendix D**

## **Current Call Volume and Answer Performance**



**Wisconsin**  
**Telecommunications**  
Relay System



8/3/07

## TRS MINUTE SUMMARY BY STATE &amp; YEAR

State	Data Month	Session Minutes		Conversation Minutes		Session	Conversation
		Intrastate	Interstate	Intrastate	Interstate	Min Total	Min Total
	January 2003	254,804.19	43,823.48	179,562.04	33,646.45	298,627.67	213,208.49
WI	February 2003	226,177.27	41,216.37	159,129.21	31,865.40	267,393.64	190,994.61
WI	March 2003	240,514.08	43,066.11	170,154.32	32,959.93	283,580.19	203,114.25
WI	April 2003	238,198.79	40,929.51	167,326.97	31,004.46	279,128.30	198,331.43
WI	May 2003	227,848.88	38,809.12	157,783.13	29,512.93	266,658.00	187,296.06
WI	June 2003	216,260.80	37,525.22	148,219.34	28,361.26	253,786.02	176,580.60
WI	July 2003	228,248.54	40,610.75	156,625.08	30,914.53	268,859.29	187,539.61
WI	August 2003	231,804.79	43,471.83	159,434.22	33,578.01	275,276.62	193,012.23
WI	September 2003	228,948.93	41,694.06	157,877.68	31,927.41	270,642.99	189,805.09
WI	October 2003	233,666.35	43,939.28	161,354.50	34,370.51	277,605.63	195,725.01
WI	November 2003	214,068.09	38,974.23	149,412.27	30,637.16	253,042.32	180,049.43
WI	December 2003	237,760.01	44,732.92	167,897.72	34,780.79	282,492.93	202,678.51
YTD Total		2,778,300.72	498,792.88	1,934,776.48	383,558.84	3,277,093.60	2,318,335.32
Average per Month		231,525.06	41,566.07	161,231.37	31,963.24	273,091.13	193,194.61
WI	January 2004	239,344.02	41,299.86	169,457.75	32,243.26	280,643.88	201,701.01
WI	February 2004	221,014.95	39,140.96	153,493.81	30,469.66	260,155.91	183,963.47
WI	March 2004	243,742.14	45,143.91	169,397.12	35,349.85	288,886.05	204,746.97
WI	April 2004	235,703.29	40,210.06	162,049.24	30,749.67	275,913.35	192,798.91
WI	May 2004	241,601.95	42,234.32	164,628.91	32,492.03	283,836.27	197,120.94
WI	June 2004	243,168.92	42,313.34	165,398.32	32,652.75	285,482.26	198,051.07
WI	July 2004	224,429.16	40,211.50	150,575.10	30,706.96	264,640.66	181,282.06
WI	August 2004	222,105.73	42,689.82	150,192.71	32,718.08	264,795.55	182,910.79
WI	September 2004	207,732.75	35,575.60	141,132.81	27,745.18	243,308.35	168,877.99
WI	October 2004	206,182.89	34,853.61	139,542.53	27,649.11	241,036.50	167,191.64
WI	November 2004	199,759.66	32,927.52	136,303.50	25,942.38	232,687.18	162,245.88
WI	December 2004	202,619.34	35,169.65	137,520.54	27,749.21	237,788.99	165,269.75
YTD Total		2,687,404.80	471,770.15	1,839,692.35	366,468.13	3,159,174.95	2,206,160.48
Average per Month		223,950.40	39,314.18	153,307.70	30,539.01	263,264.58	183,846.71
WI	January 2005	215,902.11	38,295.23	149,241.89	30,848.00	254,197.34	180,089.89
WI	February 2005	186,599.43	32,877.89	128,312.69	26,488.11	219,477.32	154,800.80
WI	March 2005	200,294.76	35,222.43	137,709.35	28,243.61	235,517.19	165,952.96
WI	April 2005	184,070.55	32,163.35	125,025.60	25,571.54	216,233.90	150,597.14
WI	May 2005	179,600.00	30,252.60	121,498.04	23,902.85	209,852.60	145,400.89
WI	June 2005	188,594.72	30,561.80	127,585.58	23,995.30	219,156.52	151,580.88
WI	July 2005	176,634.65	29,070.26	118,260.32	22,668.72	205,704.91	140,929.04
WI	August 2005	193,330.40	35,237.01	130,485.34	28,174.35	228,567.41	158,659.69
WI	September 2005	171,189.86	32,731.32	117,178.88	26,190.93	203,921.18	143,369.81
WI	October 2005	175,234.27	29,900.92	119,367.08	24,136.62	205,135.19	143,503.70
WI	November 2005	170,453.53	29,692.85	116,927.06	23,406.06	200,146.38	140,333.12
WI	December 2005	184,862.99	31,736.75	128,171.80	25,174.50	216,599.74	153,346.30
YTD Total		2,226,767.26	387,742.42	1,519,763.62	308,800.60	2,614,509.68	1,828,564.22
Average per Month		185,563.94	32,311.87	126,646.97	25,733.38	217,875.81	152,380.35

8/3/07

## TRS MINUTE SUMMARY BY STATE &amp; YEAR

State	Data Month	Session Minutes		Conversation Minutes		Session	Conversation
		Intrastate	Interstate	Intrastate	Interstate	Min Total	Min Total
	January 2006	177,967.72	33,175.72	122,696.91	26,577.29	211,143.44	149,274.20
WI	February 2006	163,124.04	28,869.20	113,308.52	23,393.19	191,993.23	136,701.71
WI	March 2006	178,989.11	36,542.10	124,543.95	29,488.36	215,531.21	154,032.31
WI	April 2006	155,042.70	29,501.38	105,222.75	23,635.88	184,544.08	128,858.63
WI	May 2006	160,621.00	30,179.46	108,721.84	24,306.76	190,800.46	133,028.60
WI	June 2006	155,896.70	28,931.49	105,754.85	23,680.21	184,828.19	129,435.06
WI	July 2006	154,082.07	29,027.16	104,842.68	23,485.75	183,109.23	128,328.43
WI	August 2006	163,539.83	30,661.26	112,460.59	24,727.14	194,201.09	137,187.73
WI	September 2006	150,964.03	30,585.18	102,701.29	25,312.24	181,549.21	128,013.53
WI	October 2006	158,440.16	31,727.43	108,179.78	25,850.24	190,167.59	134,030.02
WI	November 2006	152,018.24	30,574.18	103,793.05	25,262.69	182,592.41	129,055.74
WI	December 2006	146,491.34	31,873.09	101,737.00	26,400.32	178,364.43	128,137.32
YTD Total		1,917,176.90	371,647.67	1,313,963.20	302,120.08	2,288,824.57	1,616,083.28
Average per Month		159,764.74	30,970.64	109,496.93	25,176.67	190,735.38	134,673.61
WI	January 2007	141,148.07	30,440.39	98,250.12	25,169.96	171,588.46	123,420.08
WI	February 2007	132,684.75	24,501.84	92,560.99	20,335.68	157,186.59	112,896.67
WI	March 2007	137,671.26	24,630.69	94,511.03	20,145.36	162,301.95	114,656.39
WI	April 2007	137,394.88	25,860.58	93,990.93	21,096.62	163,255.46	115,087.55
WI	May 2007	133,400.21	24,423.61	90,374.48	19,858.96	157,823.82	110,233.44
WI	June 2007	128,565.43	26,599.76	87,051.90	21,800.32	155,165.19	108,852.22
YTD Total		810,864.59	156,456.88	556,739.44	128,406.91	967,321.47	685,146.35
Average per Month		135,144.10	26,076.15	92,789.91	21,401.15	161,220.25	114,191.06

### Wisconsin Performance Summary

<u>State</u>	<u>Data Month</u>	<u>AvgAnsSec</u>	<u>PctAnsIn10w/Abn</u>	<u>Pct10noAbn</u>
WI	Jul 05	1.3	95	97
WI	Aug 05	1.5	94	96
WI	Sep 05	1.0	96	97
WI	Oct 05	1.2	95	97
WI	Nov 05	1.3	95	96
WI	Dec 05	1.4	94	96
<b>Avg for 2005</b>		<u><u>1.3</u></u>	<u><u>95</u></u>	<u><u>97</u></u>
WI	Jan 06	1.4	95	96
WI	Feb 06	1.4	95	96
WI	Mar 06	1.0	96	97
WI	Apr 06	1.1	96	97
WI	May 06	1.2	95	96
WI	Jun 06	1.3	95	96
WI	Jul 06	1.2	95	97
WI	Aug 06	1.5	94	96
WI	Sep 06	1.1	95	97
WI	Oct 06	1.1	95	97
WI	Nov 06	1.1	95	97
WI	Dec 06	1.0	96	97
<b>Avg for 2006</b>		<u><u>1.2</u></u>	<u><u>95</u></u>	<u><u>97</u></u>
WI	Jan 07	1.2	95	96
WI	Feb 07	1.3	94	96
WI	Mar 07	1.0	95	97
WI	Apr 07	1.1	95	97
WI	May 07	1.1	95	97
WI	Jun 07	1.1	95	96
<b>Avg for 2007</b>		<u><u>1.1</u></u>	<u><u>95</u></u>	<u><u>97</u></u>

Confidential and Proprietary

## Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
WI	January 2003	60,791	59,230	61,234	50,280
WI	February 2003	55,607	54,250	55,268	44,838
WI	March 2003	59,450	57,989	57,887	47,548
WI	April 2003	58,748	57,325	58,273	47,644
WI	May 2003	59,777	58,551	57,804	47,454
WI	June 2003	58,108	56,765	56,038	46,087
WI	July 2003	61,125	59,603	59,260	48,208
WI	August 2003	59,843	58,419	58,893	47,953
WI	September 2003	57,279	56,266	57,639	47,137
WI	October 2003	58,547	57,390	58,679	48,352
WI	November 2003	54,224	53,085	52,883	43,223
WI	December 2003	58,618	57,273	59,038	48,366
	<b>YTD Total</b>	<b>702117</b>	<b>686146</b>	<b>692896</b>	<b>567090</b>
WI	January 2004	58,920	57,457	59,073	48,361
WI	February 2004	55,050	53,920	56,065	45,899
WI	March 2004	61,193	60,028	61,147	50,741
WI	April 2004	58,851	57,807	59,649	49,548
WI	May 2004	61,372	60,230	63,392	51,167
WI	June 2004	63,564	62,269	63,636	51,820
WI	July 2004	62,019	60,753	60,401	49,220
WI	August 2004	60,125	58,655	59,122	47,944
WI	September 2004	55,197	53,924	53,130	42,675
WI	October 2004	57,078	55,848	53,034	43,102
WI	November 2004	53,696	53,136	50,607	41,367
WI	December 2004	54,212	53,670	50,715	41,459
	<b>YTD Total</b>	<b>701277</b>	<b>687697</b>	<b>689971</b>	<b>563303</b>
WI	January 2005	55,255	54,531	51,357	42,170
WI	February 2005	48,253	47,454	44,157	36,557
WI	March 2005	52,398	51,868	49,347	40,137
WI	April 2005	49,633	49,302	44,838	37,098
WI	May 2005	49,472	48,997	45,371	37,260
WI	June 2005	51,920	51,215	48,012	39,016
WI	July 2005	50,086	49,309	45,444	36,893
WI	August 2005	52,724	51,778	48,710	39,757
WI	September 2005	45,609	45,057	41,656	34,427
WI	October 2005	47,071	46,385	42,180	34,889
WI	November 2005	46,018	45,325	40,611	33,376
WI	December 2005	48,830	47,968	43,105	35,885
	<b>YTD Total</b>	<b>597269</b>	<b>589189</b>	<b>544788</b>	<b>447465</b>

1/07

## Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
WI	January 2006	46,854	46,097	42,509	35,043
WI	February 2006	42,385	41,714	38,675	31,669
WI	March 2006	45,837	45,266	43,639	35,683
WI	April 2006	42,126	41,517	39,023	32,063
WI	May 2006	43,987	43,393	40,312	33,314
WI	June 2006	42,610	41,915	39,723	32,583
WI	July 2006	42,762	42,051	38,189	31,466
WI	August 2006	43,947	43,184	39,449	32,673
WI	September 2006	40,612	39,978	36,569	30,392
WI	October 2006	44,028	43,370	38,096	31,666
WI	November 2006	41,680	41,101	36,187	30,285
WI	December 2006	38,874	38,339	34,608	28,821
	<b>YTD Total</b>	<b>515702</b>	<b>507925</b>	<b>466979</b>	<b>385658</b>
WI	January 2007	37,914	37,375	33,377	28,176
WI	February 2007	35,133	34,561	30,487	25,702
WI	March 2007	37,569	37,045	32,336	27,065
WI	April 2007	37,164	36,607	32,149	26,646
WI	May 2007	36,573	36,069	32,074	26,841
WI	June 2007	35,881	35,311	30,998	25,842
	<b>YTD Total</b>	<b>220234</b>	<b>216968</b>	<b>191421</b>	<b>160272</b>
<b>Grand Total</b>		<b>2,736,599</b>	<b>2,687,925</b>	<b>2,586,055</b>	<b>2,123,788</b>
	Average per month	50,678	49,776	47,890	39,329

8/8/07

## CapTel Minute Summary by State and Year

State	Data Month	Session Minutes		Conversation Minutes		Session	Conversation
		Intrastate	Interstate	Intrastate	Interstate	Min Total	Min Total
CWI	April 2003	9,891.80	3,340.39	8,842.24	3,093.86	13,232.19	11,936.10
CWI	May 2003	11,150.95	2,870.24	9,960.30	2,643.36	14,021.19	12,603.66
CWI	June 2003	9,387.86	3,163.63	8,351.26	2,949.91	12,551.49	11,301.17
CWI	July 2003	9,345.00	2,447.83	8,278.40	2,276.87	11,792.83	10,555.27
CWI	August 2003	12,794.18	0.00	11,475.06	0.00	12,794.18	11,475.06
CWI	September 2003	13,346.50	0.00	12,025.79	0.00	13,346.50	12,025.79
CWI	October 2003	12,675.01	0.00	11,635.64	0.00	12,675.01	11,635.64
CWI	November 2003	13,206.82	0.00	12,113.43	0.00	13,206.82	12,113.43
CWI	December 2003	13,736.37	0.00	12,735.54	0.00	13,736.37	12,735.54
<b>YTD Total</b>		<b>105,534.49</b>	<b>11,822.09</b>	<b>95,417.66</b>	<b>10,964.00</b>	<b>117,356.58</b>	<b>106,381.66</b>
<b>Average per Month</b>		<b>11,726.05</b>	<b>1,313.57</b>	<b>10,601.96</b>	<b>1,218.22</b>	<b>13,039.62</b>	<b>11,820.18</b>
CWI	January 2004	16,492.56	0.00	15,247.84	0.00	16,492.56	15,247.84
CWI	February 2004	9,630.10	1,993.75	8,638.93	1,867.82	11,623.85	10,506.75
CWI	March 2004	12,478.40	3,455.19	11,259.04	3,125.36	15,933.59	14,384.40
CWI	April 2004	12,489.17	3,178.90	10,470.45	2,925.05	15,668.07	13,395.50
CWI	May 2004	11,931.35	3,750.99	10,085.09	3,492.04	15,682.34	13,577.13
CWI	June 2004	12,020.93	3,366.52	10,185.71	3,083.64	15,387.45	13,269.35
CWI	July 2004	13,736.62	4,081.29	11,607.42	3,803.40	17,817.91	15,410.82
CWI	August 2004	14,968.55	4,592.49	12,580.76	4,253.48	19,561.04	16,834.24
CWI	September 2004	13,870.99	3,936.52	11,362.61	3,622.25	17,807.51	14,984.86
CWI	October 2004	16,266.53	4,050.04	13,433.96	3,693.57	20,316.57	17,127.53
CWI	November 2004	16,681.35	4,312.02	14,001.56	3,969.59	20,993.37	17,971.15
CWI	December 2004	19,044.29	4,419.89	16,245.06	4,096.46	23,464.18	20,341.52
<b>YTD Total</b>		<b>169,610.83</b>	<b>41,137.61</b>	<b>145,118.43</b>	<b>37,932.66</b>	<b>210,748.44</b>	<b>183,051.09</b>
<b>Average per Month</b>		<b>14,134.24</b>	<b>3,428.13</b>	<b>12,093.20</b>	<b>3,161.06</b>	<b>17,562.37</b>	<b>15,254.26</b>
CWI	January 2005	18,106.46	4,870.82	15,490.58	4,576.85	22,977.28	20,067.43
CWI	February 2005	14,444.73	3,967.41	12,327.87	3,741.85	18,412.14	16,069.72
CWI	March 2005	17,281.26	4,481.89	14,721.23	4,105.35	21,763.15	18,826.58
CWI	April 2005	16,828.84	4,100.69	14,170.99	3,746.58	20,929.53	17,917.57
CWI	May 2005	18,177.77	4,808.47	15,249.14	4,447.70	22,986.24	19,696.84
CWI	June 2005	20,576.05	5,385.63	17,404.85	4,973.15	25,961.68	22,378.00
CWI	July 2005	17,844.15	4,937.34	14,761.96	4,515.08	22,781.49	19,277.04
CWI	August 2005	19,573.42	5,164.67	16,276.28	4,685.29	24,738.09	20,961.57
CWI	September 2005	18,889.46	4,764.89	15,922.14	4,421.60	23,654.35	20,343.74
CWI	October 2005	21,363.10	5,187.05	18,229.83	4,783.91	26,550.15	23,013.74
CWI	November 2005	21,966.23	5,189.18	18,813.18	4,753.11	27,155.41	23,566.29
CWI	December 2005	22,396.76	5,549.26	19,163.14	5,146.40	27,946.02	24,309.54
<b>YTD Total</b>		<b>227,448.23</b>	<b>58,407.30</b>	<b>192,531.19</b>	<b>53,896.87</b>	<b>285,855.53</b>	<b>246,428.06</b>
<b>Average per Month</b>		<b>18,954.02</b>	<b>4,867.28</b>	<b>16,044.27</b>	<b>4,491.41</b>	<b>23,821.29</b>	<b>20,535.67</b>

8/8/07

## CapTel Minute Summary by State and Year

State	Data Month	Session Minutes		Conversation Minutes		Session	Conversation
		Intrastate	Interstate	Intrastate	Interstate	Min Total	Min Total
CWI	January 2006	20,829.29	5,908.38	17,855.21	5,483.58	26,737.67	23,338.79
CWI	February 2006	20,418.55	4,623.12	17,474.67	4,274.64	25,041.67	21,749.31
CWI	March 2006	22,629.57	4,980.28	19,523.58	4,475.74	27,609.85	23,999.32
CWI	April 2006	19,246.12	4,695.70	16,333.89	4,226.11	23,941.82	20,560.00
CWI	May 2006	21,349.51	4,544.83	18,212.24	4,051.14	25,894.34	22,263.38
CWI	June 2006	19,940.26	3,561.59	17,066.16	3,058.03	23,501.85	20,124.19
CWI	July 2006	17,694.17	3,658.66	14,829.65	3,239.23	21,352.83	18,068.88
CWI	August 2006	18,642.79	4,033.99	15,801.20	3,621.88	22,676.78	19,423.08
CWI	September 2006	20,961.93	4,245.93	17,792.54	3,859.04	25,207.86	21,651.58
CWI	October 2006	23,341.17	4,370.62	20,058.65	3,957.94	27,711.79	24,016.59
CWI	November 2006	26,447.84	4,892.39	22,896.09	4,300.40	31,340.23	27,196.49
CWI	December 2006	26,783.70	5,852.78	23,031.82	5,105.38	32,636.48	28,137.20
<b>YTD Total</b>		<b>258,284.90</b>	<b>55,368.27</b>	<b>220,875.70</b>	<b>49,653.11</b>	<b>313,653.17</b>	<b>270,528.81</b>
<b>Average per Month</b>		<b>21,523.74</b>	<b>4,614.02</b>	<b>18,406.31</b>	<b>4,137.76</b>	<b>26,137.76</b>	<b>22,544.07</b>
CWI	January 2007	28,430.37	6,449.19	24,823.58	5,519.74	34,879.56	30,343.32
CWI	February 2007	24,840.37	3,842.17	22,853.42	4,791.98	28,682.54	27,645.40
CWI	March 2007	30,196.49	6,535.45	26,271.42	5,674.44	36,731.94	31,945.86
CWI	April 2007	29,619.86	7,116.51	25,860.68	6,348.87	36,736.37	32,209.55
CWI	May 2007	32,280.87	7,907.82	27,752.31	7,076.79	40,188.69	34,829.10
CWI	June 2007	29,766.61	6,750.85	25,730.38	5,968.69	36,517.46	31,699.07
<b>D Total</b>		<b>175,134.57</b>	<b>38,601.99</b>	<b>153,291.78</b>	<b>35,380.52</b>	<b>213,736.56</b>	<b>188,672.30</b>
<b>Average per Month</b>		<b>29,189.10</b>	<b>6,433.66</b>	<b>25,548.63</b>	<b>5,896.75</b>	<b>35,622.76</b>	<b>31,445.38</b>

7/24/07

Wisconsin CapTel Performance Summary

<u>State</u>	<u>Data Month</u>	<u>AvgAnsSec</u>	<u>PctAnsIn10w/Abn</u>	<u>Pct10noAbn</u>
CWI	Jul 05	0.3	99	99
CWI	Aug 05	0.4	99	100
CWI	Sep 05	0.6	98	99
CWI	Oct 05	0.6	99	99
CWI	Nov 05	0.7	98	99
CWI	Dec 05	0.9	97	98
<b>Avg for 2005</b>		<b>0.6</b>	<b>98</b>	<b>99</b>
CWI	Jan 06	1.1	96	98
CWI	Feb 06	1.0	97	98
CWI	Mar 06	0.8	98	99
CWI	Apr 06	0.5	99	100
CWI	May 06	0.3	99	100
CWI	Jun 06	0.4	99	100
CWI	Jul 06	0.5	99	100
CWI	Aug 06	0.4	99	100
CWI	Sep 06	0.5	99	100
CWI	Oct 06	0.4	99	100
CWI	Nov 06	0.5	99	100
CWI	Dec 06	0.6	99	99
<b>Avg for 2006</b>		<b>0.6</b>	<b>99</b>	<b>100</b>
CWI	Jan 07	0.5	99	100
CWI	Feb 07	0.5	99	99
CWI	Mar 07	0.4	99	100
CWI	Apr 07	0.5	99	100
CWI	May 07	0.4	99	100
CWI	Jun 07	0.4	99	100
<b>Avg for 2007</b>		<b>0.4</b>	<b>99</b>	<b>100</b>

Confidential and Proprietary



8/8/07

## CapTel Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
CWI	January 2004	0	0	0	0
CWI	February 2004	0	3,704	3,304	3,029
CWI	March 2004	5,152	5,104	4,632	4,108
CWI	April 2004	5,594	5,553	5,089	4,125
CWI	May 2004	5,586	5,479	4,760	4,012
CWI	June 2004	5,627	5,523	4,918	4,194
CWI	July 2004	6,117	6,018	5,323	4,380
CWI	August 2004	6,874	6,874	6,120	5,070
CWI	September 2004	6,368	6,368	5,695	4,665
CWI	October 2004	7,767	7,617	6,628	5,415
CWI	November 2004	7,343	7,343	6,401	5,270
CWI	December 2004	7,688	7,531	6,710	5,676
<b>YTD Total</b>		<b>64116</b>	<b>67114</b>	<b>59580</b>	<b>49944</b>
CWI	January 2005	7,271	7,271	6,573	5,438
CWI	February 2005	6,127	6,127	5,525	4,599
CWI	March 2005	7,575	7,575	6,737	5,674
CWI	April 2005	7,793	7,793	6,842	5,615
CWI	May 2005	8,467	8,467	7,467	6,134
CWI	June 2005	9,065	9,065	8,055	6,523
CWI	July 2005	8,809	8,809	7,251	6,031
CWI	August 2005	9,720	9,720	8,452	6,921
CWI	September 2005	8,474	8,474	7,469	6,278
CWI	October 2005	9,073	9,073	8,192	6,746
CWI	November 2005	9,450	9,450	8,428	7,124
CWI	December 2005	9,562	9,562	8,614	7,251
<b>YTD Total</b>		<b>101386</b>	<b>101386</b>	<b>89605</b>	<b>74334</b>
CWI	January 2006	9,035	9,035	8,069	6,748
CWI	February 2006	8,690	8,690	7,684	6,431
CWI	March 2006	9,615	9,615	8,439	7,153
CWI	April 2006	9,098	9,098	8,024	6,798
CWI	May 2006	10,068	10,068	8,953	7,575
CWI	June 2006	9,069	9,069	8,249	7,009
CWI	July 2006	8,613	8,613	7,671	6,245
CWI	August 2006	9,082	9,082	8,194	6,793
CWI	September 2006	9,358	9,358	8,442	6,963
CWI	October 2006	10,315	10,315	9,331	7,814
CWI	November 2006	11,169	11,169	10,124	8,452
CWI	December 2006	11,594	11,594	10,355	8,678
<b>YTD Total</b>		<b>115706</b>	<b>115706</b>	<b>103535</b>	<b>86659</b>

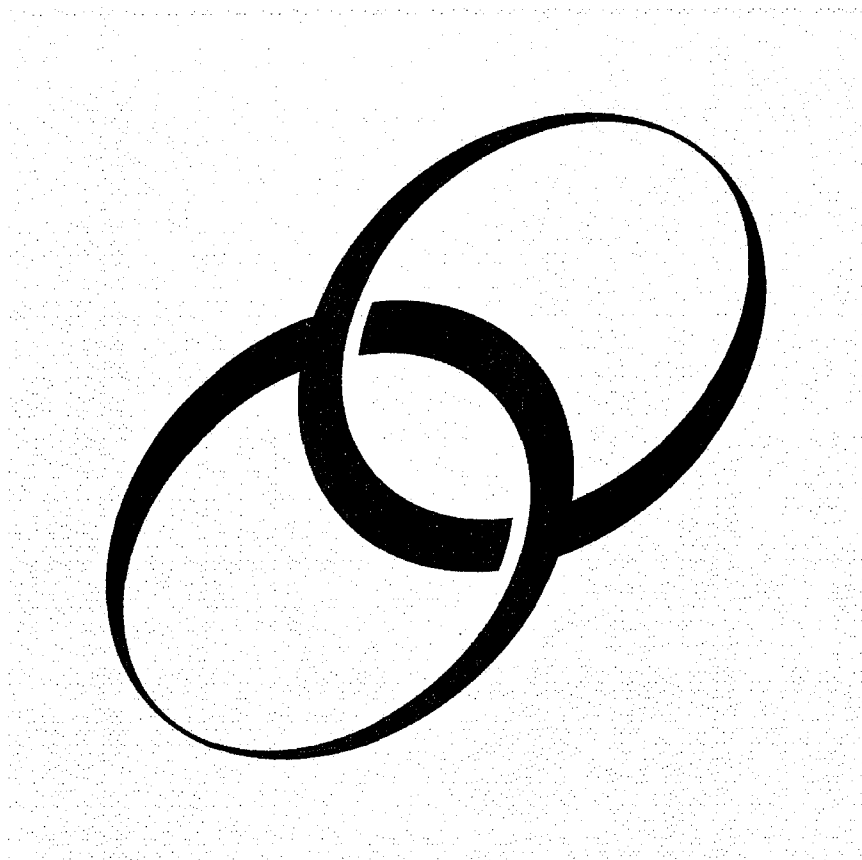
8/8/07

## CapTel Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
CWI	January 2007	12,563	12,563	11,259	9,838
CWI	February 2007	11,401	11,401	10,199	8,938
CWI	March 2007	13,867	13,867	12,516	10,640
CWI	April 2007	13,650	13,650	12,236	10,672
CWI	May 2007	14,863	14,863	13,212	11,602
CWI	June 2007	14,375	14,375	12,663	11,117
	<b>YTD Total</b>	<b>80719</b>	<b>80719</b>	<b>72085</b>	<b>62807</b>
<b>Grand Total</b>		<b>361,927</b>	<b>364,925</b>	<b>324,805</b>	<b>273,744</b>
	Average per month	7,097	7,155	6,369	5,368

# **Appendix E**

## **CA Quality Assurance Program**



**Wisconsin**  
**Telecommunications**  
Relay System

**Wisconsin  
Telecommunications  
Relay System**

Monitoring Score

**Formal Monitoring Worksheet**

CA Name: \_\_\_\_\_

CA Number : \_\_\_\_\_ Date: \_\_\_\_\_

Call Type: \_\_\_\_\_ to \_\_\_\_\_

State: \_\_\_\_\_ Station: \_\_\_\_\_

**Call Set Up**

<u>Category</u>	<u>P/F</u>	<u>Feedback</u>
Response time		
Dials correct number with area code		
Checks terminator profile before dialing		
Observes originator profile		
Follows specific customer instruction		
Properly connects call on both sides		

**Call Content**

<u>Category</u>	<u>P/F</u>	<u>Feedback</u>
Accurate typing		
Uses customer friendly language		
Maintains speed/control of voice consumer		
Voices text consumers conversation verbatim		
Voices in complete phrases or thoughts		
Types voice consumers conversation verbatim		
Accurately conveys conversation tone and inflection		
Keeps the text consumer informed		
Properly executes all technical procedures		
Focuses only on call		
Remained unbiased and uninvolved in the call		
Properly handled Customer Service issues		
Used a tone of voice description		

**Recordings**

<u>Category</u>	<u>P/F</u>	<u>Feedback</u>
Recordings recorded		
Began typing the recording once recognized		
Recordings typed verbatim		
Correct hot keys sent pertaining to call progress		
Consumers' requests properly executed		
Consumer kept informed of process		
Technical procedures regarding recording process followed		

## Call Closing

<u>Category</u>	<u>P/F</u>	<u>Feedback</u>
Properly closed the call		
Voiced proper closing to voice consumer		
Efficiently and properly disconnected the call		

<b>Number Passed</b> (divided by) ▶	<b>Number Answered</b> (equals) ▶	<b>Final Score</b>

**Monitor's**

**Feedback:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CA's**

**Feedback** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CA Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Monitor's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Quick Check—Informal Monitoring**

CA Name: \_\_\_\_\_ CA Number: \_\_\_\_\_ Date/Time \_\_\_\_\_  
State: \_\_\_\_\_ Call Type: \_\_\_\_\_ to \_\_\_\_\_

Category	Points	Observations
Uses correct hot keys		
Uses consumer friendly language		
Uses and voices abbreviations correctly		
Proper use of GA's and SK's		
Focuses only on call		
Types verbatim		
Typos and accuracy		
Keeps voice user at a typable speed		
Voices verbatim		
Voices in complete phrases or thoughts		
Voice tone and inflection		
Keeps users informed		
Follows instructions/Observes Profile		
Follows All Technical Procedures		
Recording Feature		

Score : \_\_\_\_\_ Error Count : \_\_\_\_\_

**Quick Check—Informal Monitoring**

CA Name: \_\_\_\_\_ CA Number: \_\_\_\_\_ Date/Time \_\_\_\_\_  
State: \_\_\_\_\_ Call Type: \_\_\_\_\_ to \_\_\_\_\_

Category	Points	Observations
Uses correct hot keys		
Uses consumer friendly language		
Uses and voices abbreviations correctly		
Proper use of GA's and SK's		
Focuses only on call		
Types verbatim		
Typos and accuracy		
Keeps voice user at a typable speed		
Voices verbatim		
Voices in complete phrases or thoughts		
Voice tone and inflection		
Keeps users informed		
Follows instructions/Observes Profile		
Follows All Technical Procedures		
Recording Feature		

Score : \_\_\_\_\_ Error Count : \_\_\_\_\_

**Hamilton Telecommunications**  
Relay Floor Decorum Report Form

<b>Decorum Score</b>
--------------------------

CA Name: \_\_\_\_\_ CA #: \_\_\_\_\_ Date: \_\_\_\_\_

**Scoring:**

1 Needs Improvements	2.2-3.0 Exceeds Standards
2 Meets Standards	1.8-2.1 Meets Standards
3 Exceeds Standards	<1.8 Needs Improvements

Category	Pts	Comments
Maintains a reasonable voice tone		
Keeps headset on at all times/Does not stretch headset cord beyond cubicle		
Productivity		
Returns from breaks and lunch on time		
Keeps workstation clean		
Focuses only on call		
Acts in a professional manner		
Adheres to the Dress Code		
Total Points:	# Answered:	Citations -.10:
		Complaints -.10:
		Compliments +.10:
		Decorum Score:

**Supervisor Comments:**

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**CA Comments:** \_\_\_\_\_

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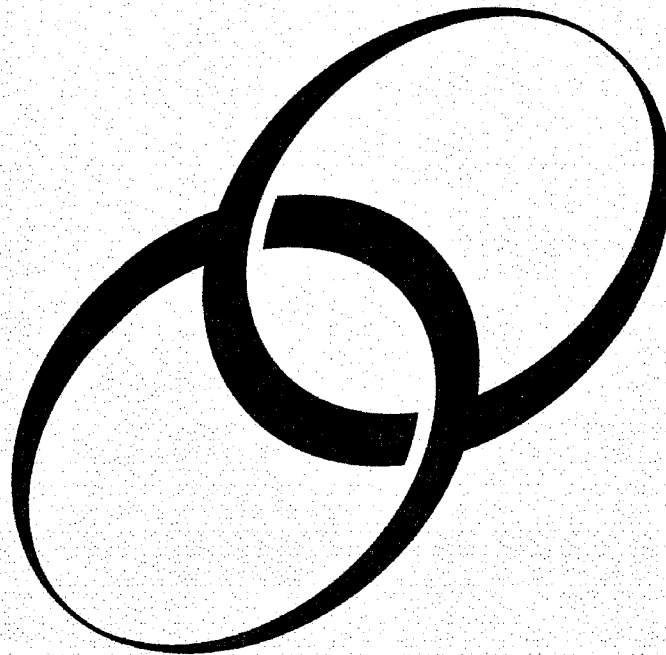


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CA Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# **Appendix F**

## **Consumer Complaint Logs**



**Wisconsin**  
**Telecommunications**  
Relay System



June 24, 2003

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-A325  
Washington, DC 20544

Erica Myers  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 6-A432  
Washington DC 20544  
emyers@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2002 through May 31, 2003  
Docket # 98-67

Dear Ms. Dortch and Ms. Myers,

The Wisconsin Public Utilities Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Wisconsin. The State of Wisconsin's complaint summary is associated with the following database categories:

- Ring No Answer
- Busy Signal/Blockage
- Relay Not Available 24 hours a day
- CA Typing Speed
- CA Typing
- CA Hung up on the Caller
- Failed to use recording feature to record answering machines, interactive response recordings, etc.
- Failed to follow proper Emergency Call Handling Procedures
- Failed to offer or use proper Speech to Speech Call Handling Procedures
- Failed to offer or use proper Spanish to Spanish Call Handling Procedures
- VCO Break-Down
- HCO Break-Down
- STS Break-Down
- 711 Problems
- ASCII/Baudot Break-Down
- Line Disconnected
- Confidentiality Breach
- Replaced CA improperly in the middle of a call
- Carrier of Choice not Available/Other Equal Access problems
- Did not supply information on how to file a complaint with the FCC

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# **Wisconsin Complaint Report**

**6/1/02 to 5/31/03**

---

## **Service Complaints--CA Hung Up on Caller**

**Inquire Date 9/10/02**  
**Record ID 10706**  
**Call Taken By DT/TB**  
**CA Number 6737**  
**Responded By TB**  
**Response Date 9/17/02**  
**Resolution 9/17/02**

Customer called to report that CA hung up on the Customer.

It was determined from call detail records that the CA did disconnect the Customer. The supervisor discussed the situation with the CA and escalated this complaint to the Program Director for disciplinary action. The CA does not have a history of disconnecting customers. The CA has been coached and disciplined. If this occurs again, further disciplinary action will be taken.

---

## **Service Complaints--Didn't Follow Voice Mail/Recording Procedure**

**Inquire Date 5/13/03**  
**Record ID 12052**  
**Call Taken By BR/TB**  
**CA Number 6862**  
**Responded By TB**  
**Response Date 5/13/03**  
**Resolution 5/13/03**

Customer called to complain that the CA did not know how to process a Single Line Answering Machine (SLAM) request.

The Supervisor retrained the CA on the SLAM procedure and instructed the CA to call for a supervisor in the future if unsure of a policy or procedure. Customer Service Manager notified the Customer of the resolution via e-mail.

---

## **Service Complaints--Ringling/No Answer**

**Inquire Date 2/21/03**  
**Record ID 11599**  
**Call Taken By TT**  
**CA Number**  
**Responded By TT**  
**Response Date 2/21/03**  
**Resolution 2/21/03**

Customer stated that they called the relay and was informed by a CA that the line was busy.

Customer Service Representative explained that we were experiencing high call volumes at that time and suggested that the Customer stay on the line for the next available CA. Customer Service Representative further explained that the customer had received a recorded courtesy message that states, "You have reached the relay. Please hold for a CA". Customer understood and agreed to do so.

On 2/21/03 - WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (90 percent of all calls were answered within ten seconds.)

---

## **Technical Complaints--Busy Signal/Blockage**

**Inquire Date 6/25/02**  
**Record ID 10214**  
**Call Taken By TB**  
**CA Number**  
**Responded By TB**  
**Response Date 6/25/02**  
**Resolution 6/25/02**

TTY Customer tried to call WTRS via 711 and 800 access numbers but received a recording that said, "The number you dialed has been disconnected. No further information is available."

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until all technical difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

<b>Technical Complaints--Busy Signal/Blockage</b>	<p>TTY Customer tried to call WTRS via 711 and 800 access numbers but received a recording that said, "The number you dialed has been disconnected. No further information is available."</p>
<p><i>Inquire Date 6/25/02</i>  <i>Record ID 10215</i>  <i>Call Taken By TB</i>  <i>CA Number</i>  <i>Responded By TB</i>  <i>Response Date 6/25/02</i>  <i>Resolution 6/25/02</i></p>	<p>Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.</p> <p>It was determined that AT&amp;T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&amp;T.</p>
<b>Technical Complaints--Busy Signal/Blockage</b>	<p>TTY Customer tried to call WTRS via 711 and 800 access numbers but received a recording that said, "The number you dialed has been disconnected. No further information is available."</p>
<p><i>Inquire Date 6/25/02</i>  <i>Record ID 10216</i>  <i>Call Taken By TB</i>  <i>CA Number</i>  <i>Responded By TB</i>  <i>Response Date 6/25/02</i>  <i>Resolution 6/25/02</i></p>	<p>Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.</p> <p>It was determined that AT&amp;T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&amp;T.</p>
<b>Technical Complaints--Busy Signal/Blockage</b>	<p>Voice Customer tried to call WTRS via 711 and 800 access numbers but received a recording that said, "The number you dialed has been disconnected. No further information is available."</p>
<p><i>Inquire Date 6/25/02</i>  <i>Record ID 10217</i>  <i>Call Taken By LTRS/TB</i>  <i>CA Number</i>  <i>Responded By LA TRS CS</i>  <i>Response Date 6/25/02</i>  <i>Resolution 6/25/02</i></p>	<p>Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.</p> <p>It was determined that AT&amp;T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&amp;T.</p>
<b>Technical Complaints--Busy Signal/Blockage</b>	<p>Customer tried to call WTRS via 711 and 800 access numbers but received a recording that said, "The number you dialed has been disconnected. No further information is available."</p>
<p><i>Inquire Date 6/25/02</i>  <i>Record ID 10224</i>  <i>Call Taken By TT</i>  <i>CA Number</i>  <i>Responded By TT</i>  <i>Response Date 6/25/02</i>  <i>Resolution 6/25/02</i></p>	<p>Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.</p> <p>It was determined that AT&amp;T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&amp;T.</p>
<b>Technical Complaints--Busy Signal/Blockage</b>	<p>Customer wanted to know why the relay 800 numbers and 711 did not work.</p>
<p><i>Inquire Date 6/25/02</i>  <i>Record ID 10238</i>  <i>Call Taken By TT</i>  <i>CA Number</i>  <i>Responded By TT</i>  <i>Response Date 6/25/02</i>  <i>Resolution 6/25/02</i></p>	<p>Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.</p> <p>It was determined that AT&amp;T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&amp;T.</p>

---

**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10239  
**Call Taken By** TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10240  
**Call Taken By** TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10242  
**Call Taken By** TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10244  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** Supervisor  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10245  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** Supervisor  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10246  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** Supervisor  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10247  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** Supervisor  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10248  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10249  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10250  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** Supervisor  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

*Inquire Date 6/25/02  
Record ID 10251  
Call Taken By Sup/TT  
CA Number  
Responded By Supervisor  
Response Date 6/25/02  
Resolution 6/25/02*

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

*Inquire Date 6/25/02  
Record ID 10252  
Call Taken By Sup/TT  
CA Number  
Responded By Supervisor  
Response Date 6/25/02  
Resolution 6/25/02*

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

**Technical Complaints--Busy  
Signal/Blockage**

*Inquire Date 6/25/02  
Record ID 10253  
Call Taken By Sup/TT  
CA Number  
Responded By Supervisor  
Response Date 6/25/02  
Resolution 6/25/02*

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

*Inquire Date 6/25/02  
Record ID 10254  
Call Taken By Sup/TT  
CA Number  
Responded By TT  
Response Date 6/25/02  
Resolution 6/25/02*

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

*Inquire Date 6/25/02  
Record ID 10255  
Call Taken By Sup/TT  
CA Number  
Responded By Supervisor  
Response Date 6/25/02  
Resolution 6/25/02*

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10241  
**Call Taken By** TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer attempted to call the Louisiana Relay Service 800 number as instructed by WTRS Customer Service but it did not work.

Customer Service Representative explained that the Louisiana Relay Service was now experiencing the same technical problems as WTRS and instructed the Customer to call the Kentucky Relay Service 800 number as an alternative until all technical difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10243  
**Call Taken By** TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the Louisiana Relay Service TTY 800 number that Customer Service gave did not work.

Customer Service Representative explained that the Louisiana Relay Service was now experiencing the same technical problems as WTRS and instructed the Customer to call the Kentucky Relay Service 800 number as an alternative until all technical difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Carrier  
Voice not Available/Other  
Equal Access**

**Inquire Date** 7/2/02  
**Record ID** 4755  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 7/2/02  
**Resolution** 7/8/02

This customer was very upset because she wanted to use Ameritech as her long distance carrier, but was unable to do so. She did not understand why Ameritech is not a carrier through the relay service.

Customer Service explained that Ameritech chose not to be a carrier through the relay service and therefore the relay was unable to select Ameritech as her carrier. Customer Service suggested that she call Ameritech and voice her concerns to them regarding this issue. Customer Service also explained to her the process of becoming a carrier through the relay.

This customer was put in contact with the Contract Manager in Wisconsin for further updates on this issue.

Ameritech was contacted by the Contract Manager in Wisconsin regarding this issue. Ameritech was asked to become a carrier through the relay and to open up their CIC in the relay's tandem in Baton Rouge, LA. Ameritech refused to do so, stating they are not a long distance provider outside of Wisconsin and were restricted to their local area only. The State of Wisconsin is aware of this issue and Hamilton continues to work with both the State of Wisconsin and Ameritech SBC in resolving this problem.



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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date 9/16/02  
Record ID 10738  
Call Taken By dd/DF  
CA Number  
Responded By DF  
Response Date 9/24/02  
Resolution 9/25/02**

Customer tried to dial 920-208-0837 using 10-10-887 through relay, but was informed by the CA that the system was unable to dial out and requested the customer try again. Customer called to determine the cause.

9/24/02 8:50 a.m. Customer Service Representative left a answering machine message informing the customer that technicians are working to determine the cause of the situation and that it appeared at the time of the call that the number was either busy or a non-working number (re-order).

Customer called back 9/24/02 at 4:00 p.m. and asked what he needed to do in order to use Power Com through relay since Power Com is not a participating carrier with relay at this time. Customer expressed interest in performing a test call so that Customer Service could oversee what was happening when dialing 10-10-887 to reach a TTY at 920-208-0837.

9/24/02 4:00 p.m. Customer Service Representative oversaw the test call. CA received a pop up box reading, "Dial failure. Dial failed. Please redial call." CA tried 3 or 4 more times unsuccessfully. Customer Service Representative assured Customer that this would be researched further.

9/25/02 4:00 p.m. Customer Service Representative left message asking the Customer to contact Power Com and confirm that the 10-10 number is a working 10-10 number and to have Power Com explain the recording "pls call your long distance carrier for assistance" when the Customer Service Representative dialed directly.

9/30/02 Customer Service Manager called the customer and left a message on his answering machine. Customer Service asked the customer to contact Customer Service if he continues to experience problems processing his relay calls using the 10-10-887 or if he has any questions regarding this issue.

10/7/03 Customer Service Manager called the customer again and left the same message as above. Customer Service has not received a call back from this customer.

6/17/03 Customer Service Manager called the customer and left a message on his answering machine asking him to contact Customer Service if he is still experiencing difficulty with these types of calls.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date 1/30/03  
Record ID 11478  
Call Taken By TT/TB  
CA Number 6592  
Responded By TB  
Response Date 2/3/03  
Resolution 2/3/03**

Profiled TTY customer whose Carrier of Choice is TDS was unable to place long distance calls through WTRS. It has worked previously, but her long distance calls are now blocked.

The Customer Service Representative contacted TDS, who confirmed that this individual has long distance service through their company. Customer Service Representative called Customer back with this information.

The Supervisor determined that the Customer wanted to make a call using TDS Metrocom, which is not a participating Carrier.

It was later learned that TDS might have changed its Carrier Identification Code (CIC). Customer Service Manager offered to send Customer a free Hamilton pre-paid calling card but she declined. Technicians are working with TDS to add new CIC.

2/5/03 TDS and Hamilton technicians worked together and added TDS to our list of carriers. The customer filled out a profile and selected TDS Metrocom as her preferred long distance carrier.

**Technical Complaints--Carrier  
Choice not Available/Other  
Toll Access**

**Inquire Date** 4/3/03  
**Record ID** 11886  
**Call Taken By** JT/DT/TT  
**CA Number**  
**Responded By** JT  
**Response Date** 4/3/03  
**Resolution** 4/3/03

Customer requested to select IDT as his Carrier of Choice.

Supervisor Aide explained to the customer that IDT is not a participating long distance carrier through the relay system and encouraged him to contact IDT to become a participating Carrier of Choice. Customer felt that WTRS should make the contacts.

In order to assist the customer, the Customer Service Manager has attempted to contact the customer numerous times since the initial contact, but has never received an answer. This customer does not have an answering machine and Customer Service does not have a mailing address for this customer. Therefore, Customer Service has been unable to further assist the customer.

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**Technical Complaints--Line  
Disconnected**

**Inquire Date** 6/25/02  
**Record ID** 10266  
**Call Taken By** TT/TB  
**CA Number** 6599  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

TTY user stated that the line was disconnected during the relay call. During the conversation, the customer mentioned that s/he did not feel s/he could talk about the subject over the phone because it was confidential, then hung up.

The Supervisor spoke with the CA, who remembered the call. It was a technical problem in which the voice user on the terminating side dropped suddenly. The CA was unable to remember any specifics except that the relay was busy and another call came in immediately. The supervisor discussed with the CA the importance of documenting and informing a supervisor any time a call drops or technical problems arise.

The customer remained anonymous and did not leave a telephone number for further follow up. The Customer Service Manager asked the Hamilton technicians to research technical records from this call. The technicians could not locate any problem in the system.

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**Technical Complaints--Line  
Disconnected**

**Inquire Date** 3/19/03  
**Record ID** 11783  
**Call Taken By** BW/TB  
**CA Number** 6528  
**Responded By** BW  
**Response Date** 3/19/03  
**Resolution** 3/19/03

Customer reported that the CA hung up on her daughter's phone call and that the CA continuously disconnects calls.

The Supervisor apologized and informed the customer that the CA had not intentionally disconnected the call. It was due to a technical difficulty in a telecommunication facility which resulted in the call being disconnect. The CA was counseled and it was determined he/she followed correct procedures.

The customer was satisfied.

June 24, 2004

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Erica Myers  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 6-A432  
Washington DC 20554  
Erica.Myers@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2003 through May 31, 2004  
DA 04-1599

Dear Ms. Dortch and Ms. Myers,

The State of Wisconsin, Division of Enterprise Technology, respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Wisconsin. The State of Wisconsin's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Typing Speed
- CA Typing
- Confidentiality Breach
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call

- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Service complaint categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In most cases, it is not clear if the calls that generated these complaints came through the relay centers that process Wisconsin relay calls. Our relay provider, Hamilton Relay, believes that most of these calls were not processed through its relay centers. However, the State of Wisconsin wanted the FCC to have this information. In May of this year, Hamilton began blocking all calls from international IP addresses.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# **Wisconsin Telecommunications Relay System Complaint Report**

**6/1/03 to 5/31/04**

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## **External Complaints-- Miscellaneous**

Customer wanted to know the steps to get a subpoena in order to get records of harassing calls through the relay.

**Inquire Date 9/30/03  
Record ID 12701  
Call Taken By KH/TT  
CA Number  
Responded By KH  
Response Date 9/30/03  
Resolution 9/30/03**

Hamilton's National Account Manager suggested reporting this type of activity to the local authorities. The Account Manager further explained that if the Customer gets a Court order, then we could release the call information to the Court. The Customer was satisfied.

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## **External Complaints-- Miscellaneous**

Customer called to report receiving harassing phone calls from 8:00 – 9:00 a.m. every day (not through relay).

**Inquire Date 11/12/03  
Record ID 12867  
Call Taken By BW  
CA Number  
Responded By BW  
Response Date 11/12/03  
Resolution 11/13/03**

Customer Service suggested the Customer call his/her local telephone company or the local authorities to report the incident.

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## **External Complaints-- Miscellaneous**

Customer called to report receiving harassing phone calls at 1:30 pm and 4:15 pm with explicit language. Customer wanted to know how to report the calls.

**Inquire Date 12/1/03  
Record ID 12939  
Call Taken By BW/JB  
CA Number  
Responded By BW  
Response Date 12/1/03  
Resolution 12/1/03**

Supervisor suggested he call the local police to report the incident and explained relay confidentiality. Customer was satisfied.

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## **External Complaints-- Miscellaneous**

Officer called regarding a call made the previous night from a hearing impaired person using relay and threatening the hearing person who received the call. Officer wanted to know how he could get a record of that call.

**Inquire Date 12/16/03  
Record ID 12976  
Call Taken By MA/JR  
CA Number  
Responded By JR  
Response Date 12/16/03  
Resolution 12/16/03**

Customer Service Manager explained that if a Court order is obtained, then we could release the call information to the Court. Caller was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 12/22/03  
**Record ID** 12999  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 12/22/03  
**Resolution** 12/22/03

Customer called to report he had 3 different occurrences of people contacting him through relay to order equipment from his small business using fraudulent credit cards.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the Customer for calling to alert relay of this issue. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested reporting this type of activity to the local authorities.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 1/26/04  
**Record ID** 13135  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 1/26/04  
**Resolution** 1/26/04

The Customer received a call through Sprint relay on Saturday which he thought was a fraudulent call.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the Customer for calling to alert relay of this issue. Because the Customer stated the call was coming through Sprint Internet Relay, Customer Service gave the Customer Service number for Sprint Relay to the Customer.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 1/26/04  
**Record ID** 13145  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 1/26/04  
**Resolution** 1/26/04

The Customer's place of employment has been receiving fraudulent calls through other relay services and wanted to know if we could help them.

The Customer stated that they are currently working with the police, but are trying to track where the calls had originated. The Customer stated that the calls were through IP Relay, Sprint Relay and AT&T Relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the Customer for calling to alert relay of this issue. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. Because the Customer stated the calls were coming from other Internet Relay providers, Customer Service gave the appropriate Customer Service numbers for the other providers to the Customer. Customer Service thanked the caller for calling the police department as that is our recommendation under these circumstances. The Customer was thankful.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 1/27/04  
**Record ID** 13156  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 1/27/04  
**Resolution** 1/27/04

The Customer reported receiving a fraudulent call after 2:00 pm. and wanted to know how to resolve the situation.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the Customer for calling to alert relay of this issue. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the Customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer was pleased.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 2/20/04  
**Record ID** 13294  
**Call Taken By** AH/JB  
**CA Number**  
**Responded By** AH  
**Response Date** 2/20/04  
**Resolution** 2/20/04

Customer called to report a fraudulent call, and wanted the relay to do something about it. The Customer stated that the call was made on 2/20/04 and was through AT&T Relay Service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the Customer for calling to alert relay of this issue. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. Because the Customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for AT&T to the Customer. Customer Service suggested reporting this type of activity to the local authorities. The Customer has since filed a complaint through AT&T Relay Service.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 2/25/04  
**Record ID** 13327  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 2/25/04  
**Resolution** 2/25/04

The Customer has received some calls he thought were fraudulent through Sprint Relay and wanted to know how to handle these calls.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the Customer for calling to alert relay of this issue. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. Because the Customer stated the calls were coming from Sprint Relay, Customer Service gave the appropriate Customer Service number for Sprint to the Customer. Customer Service suggested that the Customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. The Customer was thankful.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 3/14/04  
**Record ID** 13407  
**Call Taken By** BT/TT  
**CA Number**  
**Responded By** BT  
**Response Date** 3/14/04  
**Resolution** 3/14/04

The Customer has been receiving harrassing calls through relay and wanted to know what the relay can do to block the calls.

Customer Service explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the Customer call his/her local telephone company or report the incident to local police. Customer Service further explained that if the Customer gets a Court order, then we could release the call information to the Court. Customer understood.

---

**External Complaints--  
Miscellaneous**

**Inquire Date** 3/17/04  
**Record ID** 13420  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 3/17/04  
**Resolution** 3/17/04

The Customer called because she has received 3 separate fraudulent relay calls in the past week in which the callers wanted to ship shoes to Nigera. The Customer had the CA number from the most recent relay call.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the Customer for calling to alert relay of this issue. Customer Service then apologized for the Customer's inconvenience and assured her the situation would be investigated.

The Technical Department searched call records for the CA's number and determined that the call was not made through Hamilton Internet Relay Service.

Customer Service followed up with the Customer and explained the situation. Because the calls were not coming from Hamilton Relay, Customer Service gave the appropriate Customer Service numbers for other relay providers to the Customer. Customer Service then suggested that if the Customer receives fraudulent calls in the future, to take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. The Customer was thankful.

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**External Complaints--  
Miscellaneous**

*Inquire Date 4/8/04  
Record ID 13533  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 4/8/04  
Resolution 4/8/04*

The Customer called because she received prank calls through IP Relay and wanted to find out who made the calls.

Customer Service gave the appropriate Customer Service number for IP Relay (operated by MCI) to the Customer. The Customer was thankful.

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**External Complaints--  
Miscellaneous**

*Inquire Date 4/21/04  
Record ID 13594  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 4/21/04  
Resolution 4/21/04*

The Customer reported receiving fraudulent calls through relay. The Customer felt that these frequent calls came from the same person and wanted information on how to prevent these calls from happening again.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the Customer for calling to alert relay of this issue. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested reporting this type of activity to the local authorities. The Customer was satisfied and very thankful.

---

**External Complaints--  
Miscellaneous**

*Inquire Date 4/22/04  
Record ID 13596  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 4/22/04  
Resolution 4/22/04*

Customer reported receiving a threatening phone call from a relay user and wanted to know how to track the call. The Customer had already contacted the police.

Customer Service thanked the caller for calling the police department as that is our recommendation under these circumstances. Customer Service further explained that if the Customer gets a Court order, then we could release the call information to the Court. The Customer was satisfied and thankful.

---

**External Complaints--  
Miscellaneous**

*Inquire Date 4/30/04  
Record ID 13617  
Call Taken By BC/TT  
CA Number  
Responded By TT  
Response Date 4/30/04  
Resolution 4/30/04*

The Customer reported receiving a prank call through AT&T Internet Relay last night that has made her very nervous and worried. She wanted to know if it is possible to trace the call.

Because the calls were not coming from Hamilton Relay, Customer Service gave the appropriate Customer Service number for AT&T to the Customer. Customer Service then suggested that if the Customer receives fraudulent calls in the future, to take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. The Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 5/11/04  
**Record ID** 13642  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 5/11/04  
**Resolution** 5/11/04

The Customer called and stated that her place of business has been receiving harrasing phone calls through relay from a known caller. The Customer wanted to know if there is a way to block the caller.

Customer Service explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the Customer call her local telephone company or report the incident to local police. Customer Service further explained that if the Customer gets a Court order, then we could release the call information to the Court. The Customer was thankful.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 5/11/04  
**Record ID** 13644  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 5/11/04  
**Resolution** 5/11/04

Customer called to report receiving a relay call in which the person called his place of business and used vulgar language. The Customer wanted to know if this was something that occurred often.

Customer Service explained that this is not a common occurrence with relay. Customer Service further suggested that the Customer call her local telephone company or report the incident to local police. The Customer was thankful.

---

**Service Complaints--CA Hung  
Up on Caller**

**Inquire Date** 7/21/03  
**Record ID** 12387  
**Call Taken By** TT  
**CA Number** 6277  
**Responded By** BG  
**Response Date** 7/21/03  
**Resolution** 7/21/03

Customer stated that the CA hung up after he gave the CA a number to call. The Customer did not want a follow up.

Customer Service apologized to the Customer for the inconvenience and explained that matter would be investigated.

Upon counseling by the Operations Manager, the CA stated that as a call came in, the computer locked up. The TTY user typed "Please call...", but the CA was not able to respond. The CA called for a Supervisor for assistance, who documented the incident. It was determined that the CA had correctly followed all procedures.

---

**Service Complaints--CA Hung  
Up on Caller**

**Inquire Date** 9/3/03  
**Record ID** 12560  
**Call Taken By** JR  
**CA Number**  
**Responded By** JR  
**Response Date** 9/3/03  
**Resolution** 9/3/03

Customer called to express his displeasure because he was leaving a lengthy message on the bank's answering machine and then discovered that the line has been disconnected.

Customer Service apologized for the Customer's inconvenience and asked for a CA number in order to identify the CA who had handled her call. Without the needed information, it was not possible to research this call further. Customer Service suggested the Customer continue to contact us any time. The Customer was thankful.

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***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 9/24/03  
Record ID 12668  
Call Taken By SS  
CA Number 6584  
Responded By BW  
Response Date 9/25/03  
Resolution 9/25/03***

TTY Customer asked the CA at end of call to verify that the voice caller had hung up. The CA did not respond and did not type her CA # at the end of the relay call. The Customer stated the CA had apparently hung up.

Customer Service apologized for the Customer's inconvenience and assured the Customer the situation would be investigated.

Upon counseling, the CA explained that she did not recall the TTY user asking for a CA number. It was determined by the Technical Department that the CA did send the appropriate hot keys, but the party disconnected before the information was transmitted. CA was coached by the Supervisor and was told to watch modem signals for both the originator and the terminator and wait for their connections to drop before hanging up.

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***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 1/15/04  
Record ID 13099  
Call Taken By JB  
CA Number 6668  
Responded By JB  
Response Date 1/15/04  
Resolution 1/16/04***

Customer reported that the CA hung up on them during his call between 8:00 and 9:00 pm on 1/14/04. Customer does not need follow-up regarding the incident.

Customer Service apologized for the Customer's inconvenience and assured the Customer the situation would be investigated. The Customer was satisfied.

It was determined by the Technical Department that the CA had followed proper call procedures.

---

***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 3/1/04  
Record ID 13345  
Call Taken By VW/TT  
CA Number  
Responded By BG  
Response Date 3/2/04  
Resolution 3/2/04***

Customer complained that the CA hung up on him/her. Customer does not need follow-up regarding the incident.

Customer Service apologized for the Customer's inconvenience and assured the Customer the situation would be investigated. The Customer was satisfied.

Upon counseling, the CA stated the Customer had not given a number to dial.

It was determined by the Technical Department that the Customer disconnected the line and that the CA had followed proper call procedures.

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***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 4/23/04  
Record ID 13603  
Call Taken By JB  
CA Number 6975  
Responded By JB  
Response Date 4/23/04  
Resolution 4/26/04***

Customer reported that the CA did not identify herself properly and misdialed the phone number. The Customer then requested to speak to a Supervisor and asked the Supervisor for a different CA. The Customer's call was disconnected after talking with the Supervisor.

Customer Service apologized for the Customer's inconvenience and assured the Customer the situation would be investigated.

The CA was counseled and retrained on proper procedures on identifying herself as CA and was reminded to double-check the number before dialing out.

The Supervisor who handled the change in CAs stated that the CA accidentally disconnected the line when transferring to a different CA.

Customer Service called the Customer back and explained the situation. The Customer was satisfied.

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***Service Complaints--CA Typing***

***Inquire Date 7/2/03  
Record ID 12326  
Call Taken By VW/TT  
CA Number 6679  
Responded By BG  
Response Date 7/8/03  
Resolution 7/8/03***

Customer complained that this CA was typing badly on purpose (i.e garbling). When the Customer nicely asked the CA to type clearly, the CA typed obscene language and hung up. The Customer said they got the same CA 5 times and the CA hung up.

Customer Service apologized for the Customer's inconvenience and assured the Customer that the incident would be investigated.

Upon counseling by the Operations Manager, the CA stated that the terminating party was talking to someone else in the background so the CA typed exactly what she heard in the background. The CA typed the conversation as well as all background noise. When the CA indicated the party hung up, the Customer typed profane language then disconnected.

It was determined by the Technical Department that the Customer had disconnected the line rather than the CA. It was also determined that the consumer called only once.

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***Service Complaints--CA Typing Speed***

***Inquire Date 4/12/04  
Record ID 13569  
Call Taken By SW/TT  
CA Number 6973  
Responded By TT  
Response Date 4/14/04  
Resolution 4/14/04***

A voice Customer reported that the CA has slow typing and occasionally interrupts during the conversation with a Deaf friend. The user also stated that the CA talked extremely slow and did not voice concepts.

Customer Service apologized for the Customer's inconvenience and assured the Customer that the incident would be investigated.

Upon counseling, the CA did not recall this particular call and stated she tends to wait for the GA to begin voicing. The CA was retrained on procedures regarding voice inflection and asking the voice user to speak more slowly.

Customer Service followed up with the Customer and explained the situation. The Customer was satisfied.

In checking the CA's typing scores it was found that the CA has a typing speed of 61.6 wpm with 95% accuracy.

---

***Service Complaints--Poor Vocal Clarity/Enunciation***

***Inquire Date 12/8/03  
Record ID 12962  
Call Taken By PB/TB/JB  
CA Number 6862  
Responded By BW  
Response Date 12/10/03  
Resolution 12/11/03***

(Via email) Voice Customer stated that the CA voiced word for word at the exact pace it was typed, and the CA's voice sounded very monotone. When the CA asked for clarification, it was done in an unprofessional manner. Customer had to repeat and clarify often for CA.

Customer Service apologized to the Customer for the inconvenience and explained that the CA will be counseled and will be monitored frequently to ensure procedures are being followed.

The CA has been retrained on proper procedures and will be monitored frequently.

---

***Service Complaints--  
Ringin/No Answer***

***Inquire Date 8/13/03  
Record ID 12466  
Call Taken By DW/SS  
Number  
Responded By DW  
Response Date 8/13/03  
Resolution 8/13/03***

The Customer asked the CA to get a Supervisor immediately and complained about getting a relay answering machine.

The Supervisor explained that the relay was experiencing high traffic volumes at the time and suggested that the Customer stay on the line for the next available CA.

On 8/13/03 - WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (92% of calls were answered within 10 seconds on this day.)

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***Service Complaints--  
Ringing/No Answer***

***Inquire Date 8/25/03  
Record ID 12510  
Call Taken By SS  
CA Number  
Responded By SS  
Response Date 8/25/03  
Resolution 8/25/03***

Customer reported problems getting through relay to make a call and he wanted to know if there is a relay center problem.

Customer Service explained that the relay was experiencing high traffic volumes at the time and suggested that the Customer stay on the line for the next available CA.

On 8/25/03 – WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91% of calls were answered within 10 seconds on this day.)

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***Service Complaints--  
Ringing/No Answer***

***Inquire Date 9/3/03  
Record ID 12558  
Call Taken By KH/TT  
CA Number  
Responded By KH  
Response Date 9/3/03  
Resolution 9/3/03***

The Customer complained that he got a gibberish reply, no response, then a continuous ringing when he called the relay few times. He wanted to find out why the relay center was not working right.

Customer Service explained that the relay was experiencing high traffic volumes at the time and suggested that the Customer stay on the line for the next available CA.

On 9/3/03 – WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (89% of calls were answered within 10 seconds on this day.)

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***Technical Complaints--711  
Problems***

***Inquire Date 8/27/03  
Record ID 12536  
Call Taken By JT/SS  
CA Number  
Responded By SS  
Response Date 8/29/03  
Resolution 8/29/03***

VCO Customer was unable to connect with the CA when dialing 711. The Customer had dialed 711 unsuccessfully several times before.

Customer Service explained that Customer needs to send “VCO on” to the CA when dialing 711. Customer Service also suggested that the Customer complete a Customer Profile and select the “VCO without keyboard” option. The Customer was thankful.

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***Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access***

***Inquire Date 2/3/04  
Record ID 13199  
Call Taken By  
CA Number  
Responded By JB  
Response Date 2/3/04  
Resolution 2/9/04***

The Customer was unable to process a long distance call through relay. The Customer had already contacted CenturyTel, who reported no problem in their system that would prevent her from making long distance calls.

The Technical Department contacted CenturyTel in order to resolve this issue. After several follow up calls from this Customer, Customer Service informed the Customer that we would call them back when this issue is resolved.

The Technical Department has since resolved the issue with CenturyTel. Customer Service informed the Customer, who was satisfied.

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**Technical Complaints--Carrier  
Voice not Available/Other  
Equal Access**

**Inquire Date 3/23/04  
Record ID 13456  
Call Taken By BJR/TT  
CA Number  
Responded By TT  
Response Date 3/24/04  
Resolution 3/24/04**

Customer stated that N Sight is not listed on the relay carrier of choice list and she would like to use them as her long distance carrier through relay.

Customer Service suggested that she contact N Sight and ask them to become a participating relay carrier. Customer Service also explained to her the process of becoming a carrier through the relay. Alternatively, Hamilton offered to assist Customer as needed.

At this time, N Sight is still not a long distance carrier accessible through relay.

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**Technical Complaints--HCO  
Break-Down**

**Inquire Date 11/13/03  
Record ID 12871  
Call Taken By BJR  
CA Number  
Responded By BJR  
Response Date 11/13/03  
Resolution 11/13/03**

Customer is helping a middle school student use HCO for first time and could not complete a call. They did not receive any response after requesting HCO at the relay and the line was disconnected.

Customer Service told the Customer that they were doing everything correctly and informed the Customer to request a Supervisor if they type "HCO pls ga" and don't receive a response in typing from the CA. Customer Service encouraged the Customer to call us back should they experience any more problems or have any questions. The Customer was satisfied.

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**Technical Complaints--  
Cellaneous**

**Inquire Date 3/30/04  
Record ID 13496  
Call Taken By TT  
CA Number 6977  
Responded By TT  
Response Date 4/1/04  
Resolution 4/1/04**

Customer was frustrated that the CA did not follow her request to place charges to SBC for a long distance relay call. The Customer kept informing the CA to remember SBC.

The Supervisor apologized for the Customer's inconvenience and explained that the workstation had a technical problem due to a new software load. The CA had selected SBC, but AT&T appeared on the CA's monitor so the CA did not dial out and was attempting to correct the situation when the call was dropped.

Customer Service followed up with the Customer and stated that the Technical Department had installed a newer version of the software which resolved the problem. The Customer was satisfied.

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June 24, 2005

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Dana Jackson  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12th Street, SW  
Room CY-C417  
Washington, DC 20554  
[Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov)

RE: TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005  
DA 05-1681

Dear Ms. Dortch and Ms. Jackson,

The State of Wisconsin, Division of Enterprise Technology, respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Wisconsin. The State of Wisconsin's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues

- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In some cases, it is not clear if the calls that generated these complaints came through the relay centers that process Wisconsin relay calls. However, the State of Wisconsin wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# **Wisconsin Relay Complaint Report**

**6/1/04 to 5/31/05**

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## **External Complaints-- Miscellaneous**

**Inquire Date 6/29/04  
Record ID 13757  
Call Taken By BW/JB  
CA Number  
Responded By BW/UB  
Response Date 6/29/04  
Resolution 6/30/04**

Customer had received a relay call from MCI IP Relay with a suspicious order.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the call came from another Internet Relay provider, the Supervisor gave the appropriate Customer Service number for the other provider to the customer and directed the customer to contact law enforcement. Customer was appreciative.

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## **External Complaints-- Miscellaneous**

**Inquire Date 8/23/04  
Record ID 13912  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 8/23/04  
Resolution 8/23/04**

Customer has been experiencing relay scam calls through MCI IP Relay. Customer wanted to know how the relay calls are paid for and other than calling the police, what else can be done to stop these calls.

Customer Service explained to the customer how relay is paid for. Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer and directed the customer to contact law enforcement. Customer was appreciative.

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## **External Complaints-- Miscellaneous**

**Inquire Date 8/24/04  
Record ID 13927  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 8/24/04  
Resolution 8/24/04**

A business was experiencing a harassing caller wanting to make a relay call. When the customer informed the caller that their place of business does not provide relay calls, the caller would hang up and call numerous times in a row for the same reason.

Customer Service educated the customer to refer this caller to contact 711 in order to make a relay call and referred the customer to local law enforcement, if harassment continues. Customer was thankful.

---

## **External Complaints-- Miscellaneous**

**Inquire Date 8/25/04  
Record ID 13931  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 8/25/04  
Resolution 8/25/04**

A business received a fraudulent call through MCI IP Relay. Customer needed the phone number.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer and directed the customer to contact law enforcement. Customer was appreciative.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 10/27/04  
**Record ID** 14099  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 10/27/04  
**Resolution** 10/27/04

Customer has received fraudulent calls through the relay and wanted to know who to report them to. Customer received these calls through Sprint Relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer and directed the customer to contact law enforcement. Customer was appreciative.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 11/22/04  
**Record ID** 14196  
**Call Taken By** TB/MA  
**CA Number**  
**Responded By** TB/MA  
**Response Date** 11/30/04  
**Resolution** 11/30/04

Customer is a cellular phone user and having problems using relay to place a call.

Customer Service worked with the customer and performed test calls to determine that the problem needs to be resolved by the cellular provider. Customer will work with the cellular provider to resolve the problem.

---

**External Complaints--  
Miscellaneous**

**Inquire Date** 12/16/04  
**Record ID** 14241  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 12/16/04  
**Resolution** 12/16/04

Customer had received a disturbing MCI IP relay call. Customer wanted to know more about the relay system.

Because the customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer and directed the customer to contact law enforcement. Customer was appreciative.

---

**Service Complaints--CA  
Accuracy/Spelling/Verbatim**

**Inquire Date** 1/25/05  
**Record ID** 14351  
**Call Taken By** MA  
**CA Number** 6927  
**Responded By** JR  
**Response Date** 1/31/05  
**Resolution** 1/28/05

Customer called and expressed his displeasure that the CA did a poor job of clarifying names while on the call. Customer felt that the names should have been clarified in the beginning and spelled correctly throughout the duration of the call.

Supervisor counseled the CA on the importance of clarifying and spelling the names accurately. Customer was satisfied with the follow-up.

---

**Service Complaints--CA Hung  
Up on Caller**

**Inquire Date** 7/18/04  
**Record ID** 13843  
**Call Taken By** JB  
**CA Number**  
**Responded By** JB  
**Response Date** 7/26/04  
**Resolution** 7/26/04

Customer stated that CAs were disconnecting on him when he connected with the relay on one specific day.

Customer Service apologized and assured the customer that the problem would be resolved as soon as possible. Customer was satisfied and did not want a follow-up call. Technical discovered that two CAs disconnected calls on that day. Neither CA works for Hamilton any longer.

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***Service Complaints--CA Hung  
on Caller***

***Inquire Date 9/12/04  
Record ID 14003  
Call Taken By BW/TT  
CA Number 6944  
Responded By TT  
Response Date 9/23/04  
Resolution 9/23/04***

VCO customer complained that the CA censored their phone conversation and did not relay verbatim. Customer discussed politics with the voice party and the line was cut off in the middle of the conversation. Customer blamed the CA for the censor of the call and the disconnection.

CA recalled that there was a technical problem with the customer's TTY because the customer did not receive the CA's typing, and the connection seemed to fail during the conversation. Supervisor witnessed the call, and the call was documented on an observation sheet. Technical did an investigation and confirmed that the customer and other party disconnected before the CA hung up. CA followed the procedure properly. Customer was satisfied.

---

***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 2/14/05  
Record ID 14403  
Call Taken By SW/TT  
CA Number 6592  
Responded By BG  
Response Date 2/14/05  
Resolution 2/14/05***

TTY user complained that the CA hung up on the user, when the user asked the CA to hold for a live person.

CA admitted hanging up on the user because the customer was calling the CA a name. The Operation Manager told the CA not to disconnect any call and call a supervisor for assistance. A written warning was placed in the CA's file. The user did not want a follow up.

---

***Service Complaints--CA Typing***

***Inquire Date 9/13/04  
Record ID 14020  
Call Taken By TT  
CA Number 1278  
Responded By BW  
Response Date 9/27/04  
Resolution 9/27/04***

Customer reported that the CA was extremely slow and the customer had to repeat often.

Customer Service apologized for the incident and assured the customer that the CA would be counseled. The CA was counseled in proper calling procedures. The CA's typing speed was 65 WPM with 100% accuracy, however, the CA completed a refresher typing course. Customer was satisfied.

---

***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 2/1/05  
Record ID 14360  
Call Taken By PB/TT  
CA Number 6991  
Responded By TT  
Response Date 2/2/05  
Resolution 2/2/05***

Voice user complained that the CA was unprofessional. Voice user asked the CA to repeat the sentence that the TTY user typed. CA stated that the CA could only repeat the last line that the TTY user typed. Voice user said that the CA coughed several times during the call. Voice user wanted a follow up call.

CA was unaware of being unprofessional and was trying to follow the policy. Supervisor counseled the CA about the policy of repeating information typed since the last GA. CA was informed to request a Supervisor if the CA was uncertain about a policy or a request from a customer. Customer was satisfied.

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***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

***Inquire Date 5/18/05  
Record ID 14666  
Call Taken By TB/JR  
CA Number 6455  
Responded By JR/TB  
Response Date 5/24/05  
Resolution 5/24/05***

Customer e-mailed Customer Service with a complaint about the CA not being able to follow instructions during a call. Customer requested that the CA inform her after the end of an answering machine recording so she could leave a message. Customer received a typed message stating "ans mch ga."

Customer Service apologized to the customer for the inconvenience CA was counseled on VCO answering machine procedures. Customer was satisfied.

---

***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

***Inquire Date 5/23/05  
Record ID 14653  
Call Taken By JR  
CA Number 6440  
Responded By JR  
Response Date 5/23/05  
Resolution 5/23/05***

Customer stated that he called and reached an answering machine. Customer received no TTY activity from the CA until the CA typed "beep GA." Customer wanted a follow up call.

CA does not use the recording feature during 2LVCO calls and types as much as the CA can when reaching an answering machine. This call reached an automated answering machine that made a "beeping" sound without any recorded message. The CA had appropriately followed the 2LVCO policy and procedures. Customer Service called and educated the customer on 2LVCO policy and procedure. Customer was very thankful.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/9/04  
Record ID 13885  
Call Taken By RLG/JB/TB  
CA Number  
Responded By JB/TB  
Response Date 8/9/04  
Resolution 8/9/04***

A police officer reported that he received a harassment complaint that was made through relay. He wanted to know the procedures of tracing some calls made through relay.

Customer Service explained that we would need a subpoena requesting specific information before releasing information. Assistant Operations Manager sent a letter explaining our policy on releasing information. The police officer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/17/04  
Record ID 13901  
Call Taken By BW/TT  
CA Number  
Responded By TT  
Response Date 8/18/04  
Resolution 8/18/04***

Customer received harassing calls and did not know which relay provider was involved. She had already contacted the police. CA would not state the name of the relay provider, their identification number and would not get a supervisor when the customer requested a supervisor. Customer requested a follow up call.

Customer Service followed up with the customer and explained that Hamilton CA's provide their identification number and request a Supervisor if a user requires further assistance. The customer asked if the relay can provide information to the police. Customer Service stated the relay would need a subpoena before releasing any call information to the police.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 8/23/04  
Record ID 13917  
Call Taken By BW/TT  
CA Number  
Responded By TT  
Response Date 8/23/04  
Resolution 8/23/04***

Customer had received a fraudulent call.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was appreciative.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 8/24/04  
Record ID 13924  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 8/24/04  
Resolution 8/24/04***

A business is receiving fraudulent calls through the Internet Relay service and wanted to know how to stop these calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to local law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was thankful.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 12/18/04  
Record ID 14255  
Call Taken By BT  
CA Number  
Responded By BT  
Response Date 12/18/04  
Resolution 12/18/04***

Customer has been receiving harassing phone calls and wants to put a stop to it.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to local law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was thankful.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 2/9/05  
Record ID 14392  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 2/9/05  
Resolution 2/9/05***

Customer called because they had received several fraudulent calls through the relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was thankful.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 5/3/05  
Record ID 14622  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 5/3/05  
Resolution 5/3/05***

Customer had received several fraudulent calls through the relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was appreciative.

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**Technical Complaints—STS  
Peak-Down**

*Inquire Date 12/15/04  
Record ID 14237  
Call Taken By BJR/TT  
CA Number  
Responded By TT  
Response Date 12/15/04  
Resolution 12/15/04*

Customer tried to call the Speech To Speech line for an entire day, but kept receiving the recording, "Please hold for a CA".

Supervisor made a test call to the Speech To Speech line and received the same recording. At the time of the test call, there were two available Speech To Speech CA's. Technical did an investigation and discovered that the number was routed improperly and the problem was immediately resolved.

---

**CapTel—Accuracy**

*Inquire Date 3/02/05  
Record ID CT1355  
Call Taken By DF  
CA Number  
Responded By DF  
Response Date 3/02/05  
Resolution 3/02/05*

Customer called to complain about the quality of the captions and to say they had been disconnected and reconnected on their call.

Informed customer that the captionist reported an isolated technical problem during the call, which affected the quality of the captions. Apologized for this incident. Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Told customer to contact us if they have questions or need further assistance.

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**CapTel—Complaints**

*Inquire Date 8/24/04  
Record ID CT1089  
Call Taken By JK  
CA Number  
Responded By JK  
Response Date 8/24/04  
Resolution 8/24/04*

Customer was having trouble when placing a call requiring them to enter numbers, such as a PIN or extension number.

Tech support added customer to our Database to address DTMF tone pass through. Test call confirmed that resolution was successful.

---

**CapTel--Complaints**

*Inquire Date 11/22/04  
Record ID CT1185  
Call Taken By DF  
CA Number  
Responded By DF  
Response Date 11/22/04  
Resolution 11/22/04*

Customer called to report that their calls echo.

Sent CapTel unit software update to remedy echo incidence.

---

**CapTel--Complaints**

*Inquire Date 3/28/05  
Record ID CT1359  
Call Taken By KM  
CA Number  
Responded By KM  
Response Date 3/28/05  
Resolution 3/29/05*

Customer called to report that their calls echo.

Sent CapTel unit software update to remedy echo incidence.

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**CapTel--Complaints**

Customer had placed an international call from Afghanistan and it showed the call was placed to Georgia instead of Wisconsin.

*Inquire Date 3/30/05*  
*Record ID CT1360*  
*Call Taken By PH*  
*CA Number*  
*Responded By PH*  
*Response Date 3/30/05*  
*Resolution 3/30/05*

Customer service recommended that the caller use the toll free number rather than the toll-international number since the caller is using a US military line.

---

**CapTel--Connection Issues**

Customer wondered why there are getting disconnected on calls.

*Inquire Date 6/22/04*  
*Record ID CT1025*  
*Call Taken By MM*  
*CA Number*  
*Responded By MM*  
*Response Date 6/22/04*  
*Resolution Date 6/24/04*

Customer service shared information over the phone with daughter as to why disconnections occur. Additionally, sent a letter reiterating tips on why disconnect/reconnect notices occur. Consumer confirmed on 6/24/04 that no further disconnections were experienced.

---

**CapTel--Connection Issues**

Customer is getting disconnected on calls.

*Inquire Date 7/25/04*  
*Record ID CT1061*  
*Call taken By DF*  
*Number*  
*Responded By 7/25/04*  
*Response Date 7/25/04*  
*Resolution Date 7/26/04*

Sent a letter with tips on why disconnect/reconnect notices occur.

---

**CapTel--Connection Issues**

Customer was having trouble with disconnect/reconnect when on a call. The user had not experienced this type of problem previously.

*Inquire Date 11/11/04*  
*Record ID CT1184*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 11/11/04*  
*Resolution Date 11/12/04*

Customer was advised to contact local telephone company to resolve issue of low/unstable line quality. Incident was new and not previously noted in the past months.

---

**CapTel--Connection Issues**

Customer was unable to reach the data toll free number.

*Inquire Date 1/28/05*  
*Record ID CT1237*  
*Call Taken By JK*  
*CA Number*  
*Responded By JK*  
*Response Date 1/28/05*  
*Resolution Date 2/02/05*

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Customer reports that all is well again.

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**CapTel—Connection Issues**

*Inquire Date 1/28/05*  
*Record ID CT1238*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 1/28/05*  
*Resolution Date 1/28/05*

Customer was having trouble with disconnect/reconnect when on a call. Customer stated that this is intermittent and appears to be related to line interference.

Customer service explained to the customer why the disconnect/reconnect might be happening and shared information on how to reduce their occurrence.

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**CapTel—Connection Issues**

*Inquire Date 1/28/05*  
*Record ID CT1239*  
*Call Taken By MM*  
*CA Number*  
*Response Date 1/28/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Facilitated outbound test calls with customer to ensure that they could once again make calls.

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**CapTel—Connection Issues**

*Inquire Date 1/29/05*  
*Record ID CT1240*  
*Call Taken By MM*  
*CA Number*  
*Responded By MM*  
*Response Date 1/29/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05.

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**CapTel—Connection Issues**

*Inquire Date 1/31/05*  
*Record ID CT1241*  
*Call Taken By MM*  
*CA Number*  
*Responded By MM*  
*Response Date 1/31/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05.

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**CapTel—Connection Issues**

*Inquire Date 1/31/05*  
*Record ID CT1242*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 1/31/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05.

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**CapTel—Connection Issues**

*Inquire Date 1/31/05*  
*Record ID CT1243*  
*Call Taken By JK/PH*  
*CA Number*  
*Responded By JK/PH*  
*Response Date 1/31/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number. Also had trouble with answering machine message retrieval.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Also gave tips on how to successfully retrieve messages by adjusting positioning of the handset to proximity of answering successfully retrieve messages by adjusting positioning of the handset to proximity of answering machine.

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**CapTel—Connection Issues**

*Inquire Date 2/01/05*  
*Record ID CT1272*  
*Call Taken By MM*  
*CA Number*  
*Response Date 2/01/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Facilitated outbound test calls with customer to ensure that they could once again make successful outbound calls.

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**CapTel—Connection Issues**

*Inquire Date 2/01/05*  
*Record ID CT1273*  
*Call Taken By MM/PH*  
*CA Number*  
*Responded By MM/PH*  
*Response Date 2/01/05*  
*Resolution Date 2/01/05*

Customer was having trouble with disconnect/reconnect when on a call. Customer stated that This is intermittent and appears to be related to line interference.

Customer service explained to the customer why the disconnect/reconnect might be happening and shared information on how to reduce their occurrence. Recommended trying a different phone jack or trying the CapTel alone in the current jack. Also, recommended contacting their phone company to learn if the telephone line supports data transmission at 14.4 bps.

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**CapTel—Connection Issues**

*Inquire Date 2/01/05*  
*Record ID CT1274*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 2/01/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Customer service representative confirmed that they are able to make calls.

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**CapTel—Connection Issues**

*Inquire Date 2/01/05*  
*Record ID CT1275*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 2/01/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number. Customer also was having trouble with interference with DTMF tones.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Tech support also added customer to voice mail database to take care of DTMF issue. Test call confirmed immediate resolution.

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**CapTel—Connection Issues**

Customer was unable to reach the data toll free number.

*Inquire Date 3/28/05*  
*Record ID CT1356*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 3/28/05*  
*Resolution Date 3/28/05*

Reported problem to toll free network provider. Problem resolved same morning. Customer service representative confirmed with customer that they are able to make calls.

---

**CapTel—Connection Issues**

Customer was unable to reach the data toll free number.

*Inquire Date 3/28/05*  
*Record ID CT1357*  
*Call Taken By KM/PH*  
*CA Number*  
*Responded By KM/PH*  
*Response Date 3/28/05*  
*Resolution Date 3/28/05*

Reported problem to toll free network provider. Problem resolved same morning. Customer service representative confirmed with customer that they are able to make calls.

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**CapTel—Connection Issues**

Customer was unable to reach the data toll free number.

*Inquire Date 3/28/05*  
*Record ID CT1358*  
*Call Taken By PH*  
*Number*  
*Responded By PH*  
*Response Date 3/28/05*  
*Resolution Date 3/28/05*

Reported problem to toll free network provider. Problem resolved same morning. Customer service representative confirmed with customer that they are able to make calls.

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**CapTel—Connection Issues**

Voice caller unable to connect to CapTel user through relay service.

*Inquire Date 4/14/05*  
*Record ID CT1414*  
*Call Taken By MM*  
*CA Number*  
*Responded By MM*  
*Response Date 4/14/05*  
*Resolution Date 4/14/05*

Caller can now receive calls. Appears to have been a one-time incident. Did advise the customer about the possibility of tone or pulse dialing setting.

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**CapTel—Connection Issues**

Customer was having trouble with disconnect/reconnect when on a call.

*Inquire Date 4/21/05*  
*Record ID CT1415*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 4/21/05*  
*Resolution Date 4/21/05*

Customer service explained to the customer why the disconnect/reconnect might be happening and sent the customer an email with tips on how to reduce their occurrence.

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June 26, 2006

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 3-C417  
Washington DC 20554  
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006  
CG DOCKET NO. 03-123  
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The State of Wisconsin, Division of Enterprise Technology respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Wisconsin. The State of Wisconsin's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach

- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down
- *CapTel* Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# **Wisconsin Relay 2006 FCC Complaint Report**

**6/1/05 to 5/31/06**

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## **External Complaints—Miscellaneous**

**Inquire Date 06/15/2005**  
**Record ID 14811**  
**Call Taken By BW/CH**  
**CA Number**  
**Responded By BW/CH**  
**Response Date 06/15/2005**  
**Resolution Date 06/15/2005**

Customer received a scam call through Sprint Relay. Customer would like to know how to stop these calls.

Because the customer stated the call was coming from another Relay provider, the Supervisor gave the appropriate Customer Service number for the other provider to the customer. Customer Service also suggested contacting law enforcement as that is our recommendation under these circumstances. Customer understood.

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## **External Complaints—Miscellaneous**

**Inquire Date 12/09/2005**  
**Record ID 15122**  
**Call Taken By JJH/CH**  
**CA Number 2646**  
**Responded By CH**  
**Response Date 12/12/2005**  
**Resolution Date 12/12/2005**

Customer stated that the CA was rude.

Supervisor forwarded the inquiry to Customer Service. Customer Service called and left a message on customer's answering machine, informing the customer that the CA number was not a Hamilton CA.

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## **External Complaints—Miscellaneous**

**Inquire Date 01/17/2006**  
**Record ID 15194**  
**Call Taken By MA**  
**CA Number**  
**Responded By MA**  
**Response Date 01/17/2006**  
**Resolution Date 01/17/2006**

Customer received a prank relay call and wanted to know how to deal with this call. Customer stated that the call came through AT&T relay.

Customer Service suggested that the customer contact law enforcement, as that is our recommendation in this situation. Customer Service also gave the appropriate number for AT&T relay. Customer was thankful.

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## **Service Complaints--CA Misdialed Number**

**Inquire Date 05/27/2006**  
**Record ID 12592**  
**Call Taken By SH**  
**CA Number 6464**  
**Responded By CH**  
**Response Date 05/30/2006**  
**Resolution Date 05/30/2006**

Customer was upset that the CA dialed an incorrect long distance phone number.

Customer Service apologized and stated that the CA would be counseled. The information was forwarded to the technical department. The technical department investigated and discovered that the call did not connect and that no charges were billed. Customer was notified and satisfied.

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***Service Complaints--CA Typing Speed***

*Inquire Date 10/28/2005*  
*Record ID 15030*  
*Call Taken By SH*  
*CA Number 3091*  
*Responded By MA*  
*Response Date 10/31/2005*  
*Resolution Date 10/31/2005*

Customer stated that the CA typed slow and inaccurate.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and the customer was satisfied. CA's last typing score was 97 WPM with 99% accuracy.

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***Service Complaints--CA Typing Speed***

*Inquire Date 02/26/2006*  
*Record ID 15304*  
*Call Taken By SH/TT*  
*CA Number 3097*  
*Responded By TC*  
*Response Date 02/27/2006*  
*Resolution Date 02/27/2006*

Customer was upset that the CA typed slowly during a relay call.

Customer Service apologized to the customer and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 66 WPM with 96% accuracy.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 06/03/2005*  
*Record ID 14700*  
*Call Taken By MA*  
*CA Number*  
*Responded By MA*  
*Response Date 06/03/2005*  
*Resolution Date 06/03/2005*

Customer received a rude call through the relay and wanted to know who placed the call. Customer stated that the call came through AT&T Relay.

Because the customer stated the call was coming from another Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer was thankful.

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***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 06/15/2005*  
*Record ID 14739*  
*Call Taken By AT/CH*  
*CA Number*  
*Responded By CH*  
*Response Date 06/16/2005*  
*Resolution Date 06/16/2005*

Customer has been receiving harassing phone calls through the relay service. Customer would like to know how to block the calls.

Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer service also suggested that the customer contact their local telephone company. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 08/11/2005  
Record ID 14869  
Call Taken By BW  
CA Number  
Responded By CH  
Response Date 08/11/2005  
Resolution Date 08/11/2005***

Customer had received a harassing phone call.

It is not known if this call was placed through Wisconsin Relay. Customer Service suggested that if the customer received any other calls to take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer Service provided the customer with the telephone numbers of the other relay providers. Customer was thankful.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/28/2005  
Record ID 15156  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 12/28/2005  
Resolution Date 12/28/2005***

Customer has been receiving harassing phone calls through the relay and wants the calls to stop.

Customer Service explained that due to ADA and FCC rules for functional equivalency the relay is unable to block relay calls. Customer Service suggested that the customer contact their local telephone company or law enforcement. Customer Service further explained that if the customer obtains a court order then we could release the call records. Customer was thankful.

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***Service Complaints--Didn't Follow  
Policy/Procedure***

***Inquire Date 09/10/2005  
Record ID 14921  
Call Taken By TB/JR/TT  
CA Number 6231  
Responded By SW  
Response Date 09/14/2005  
Resolution Date 09/14/2005***

VCO user attempted to place a call to a business. CA reached the party and proceeded to ask for a TTY user. After the party hung up, the user requested to speak to a Supervisor and the CA refused to call for a Supervisor. Customer had to redial and reached a Supervisor through a different CA to report the complaint.

CA called for a Supervisor when the customer became angry. The CA had become confused because the VCO originator gave the CA the number to dial by voicing. CA mistakenly thought it was a voice to TTY call. Supervisor counseled the CA. Customer was satisfied.

---

***Service Complaints--Ringing/No Answer***

***Inquire Date 08/30/2005  
Record ID 14913  
Call Taken By jr/tb  
CA Number  
Responded By jr  
Response Date 09/01/2005  
Resolution Date 09/01/2005***

Customer was unable to reach the relay. Customer stated that the line rang but there was no response.

Customer Service apologized and stated that during that time, the relay had experienced a high volume of calls. Hamilton answered 98% in 10 seconds on this date.

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**Technical Complaints--Connect Time  
(Y/Voice)**

**Inquire Date 03/27/2006**  
**Record ID 15366**  
**Call Taken By MA**  
**CA Number**  
**Responded By MA**  
**Response Date 03/27/2006**  
**Resolution Date 03/27/2006**

Customer has a profile set up through the relay, but was unable to connect automatic VCO.

Customer Service apologized and forwarded the information to the technical department. The profile showed the automatic VCO connection. Customer Service asked the customer to please try their call again and to notify the relay if there were any other problems. There has been no further contact from the customer.

---

**Service Complaints--CA Hung Up on  
Caller**

**Inquire Date 06/15/2005**  
**Record ID 14744**  
**Call Taken By VW/TT**  
**CA Number 6439**  
**Responded By BJR**  
**Response Date 06/16/2005**  
**Resolution Date 06/16/2005**

TTY customer stated that the CA hung up at the end of the first call. Customer was upset as he/she was not given the opportunity to place another call. Customer did not want a follow up call.

Customer Service forwarded the call information to the technical department. The technical department discovered that the CA did disconnect the customer after the first call was placed. CA was counseled on proper call procedures. Customer was satisfied.

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**Service Complaints--CA Hung Up on  
Caller**

**Inquire Date 05/06/2006**  
**Record ID 11846**  
**Call Taken By SH/TC/TT**  
**CA Number 3091**  
**Responded By TC**  
**Response Date 05/16/2006**  
**Resolution Date 05/16/2006**

TTY customer stated that the CA hung up without dialing the number given.

Customer Service apologized and stated that the CA would be counseled. The call information was forwarded to the technical department. The technical department investigated and discovered that the customer disconnected the call. CA was counseled and customer was notified.

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**Service Complaints--Poor Vocal  
Clarity/Enunciation**

**Inquire Date 10/05/2005**  
**Record ID 14969**  
**Call Taken By JR**  
**CA Number 6224**  
**Responded By jr**  
**Response Date 10/05/2005**  
**Resolution Date 10/05/2005**

Customer was unable to understand the CA during a call. Customer stated that the CA was mumbling and the customer did not hear the GA. Customer also stated that the CA's voice was too low and it was difficult to understand everything that was being said during the conversation.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

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***Service Complaints--Poor Vocal  
Clarity/Enunciation***

***Inquire Date 10/10/2005  
Record ID 14990  
Call Taken By SH/TT  
CA Number 6777  
Responded By SW  
Response Date 10/12/2005  
Resolution Date 10/12/2005***

Customer stated that the CA sounded tired and sighed a lot during the call. Customer had an unpleasant experience with the CA.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and has been monitored more frequently. Customer was satisfied.

---

***CapTel--Complaints***

***Inquire Date 06/02/2005  
Record ID CT 620  
Call Taken By KM  
CA Number  
Responded By KM  
Response Date 06/02/2005  
Resolution Date 06/02/2005***

Sound Quality - Static

Customer brought in unit. Adjusted TONE setting and learned other features on phone.

---

***CapTel--Complaints***

***Inquire Date 07/11/2005  
Record ID CT 770  
Call Taken By KM  
CA Number  
Responded By KM  
Response Date 07/20/2005  
Resolution Date 07/20/2005***

Disconnect/Reconnect during calls

Explained to customer why the disconnections might be occurring and shared some suggestions on how to resolve them. Customer noted it is intermittent and not on every call.

---

***CapTel--Complaints***

***Inquire Date 08/04/2005  
Record ID CT 942  
Call Taken By KM  
CA Number  
Responded By KM  
Response Date 08/04/2005  
Resolution Date 08/04/2005***

Disconnect/Reconnect during calls

Explained to customer why the disconnections might be occurring and shared some suggestions on how to resolve them.

---

***CapTel--Complaints***

***Inquire Date 08/05/2005  
Record ID CT 1045  
Call Taken By KM  
CA Number  
Responded By KM  
Response Date 08/16/2005  
Resolution Date 08/16/2005***

Disconnect/Reconnect during calls

Explained to customer causes of disconnect/reconnects and steps to troubleshoot and alleviate them.

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**CapTel--Complaints**

Disconnect/Reconnect during calls

*Inquire Date 08/23/2005*  
*Record ID CT 1070*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 08/23/2005*  
*Resolution Date 08/23/2005*

Advised customer to contact phone company to assess and upgrade line quality. Sent customers letter with suggestions for alleviating incidences of disconnection/reconnection.

---

**CapTel--Complaints**

Disconnect/Reconnect during calls

*Inquire Date 09/06/2005*  
*Record ID CT 1255*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 09/07/2005*  
*Resolution Date 09/07/2005*

Customer unable to give specifics of the problem. Have explained causes of disconnect/reconnect and methods of alleviating.

---

**CapTel--Complaints**

Account Login Failure

*Inquire Date 09/27/2005*  
*Record ID CT 1432*  
*Call Taken By JK*  
*CA Number*  
*Responded By JK*  
*Response Date 09/27/2005*  
*Resolution Date 09/27/2005*

Customer sees "Account Login Failure" on display screen (Customer moved from Wisconsin to Georgia and tried to make a local call in Georgia). Because of jurisdiction rules customer will see "Account Login Failure". Explained to customer that one leg of the call needs to be in Wisconsin state.

---

**CapTel--Complaints**

Captions Lag too far behind voice

*Inquire Date 11/01/2005*  
*Record ID CT 1809*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 11/01/2005*  
*Resolution Date 11/01/2005*

Explained to customer how CapTel service generates captioning, and how they may document and report problematic captioning back to our Call Center for quality control.

---

**CapTel--Complaints**

Sound Quality - Static

*Inquire Date 11/28/2005*  
*Record ID CT 2030*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 12/06/2005*  
*Resolution Date 12/06/2005*

Have suggested that customer determine if static is present on noncaptioned calls, if unit is moved to another telephone jack, or if handset is replaced.

---

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**CapTel--Complaints****Sound Quality - Buzzing**

*Inquire Date 12/07/2005*  
*Record ID CT 2039*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 12/07/2005*  
*Resolution Date 12/07/2005*

Advised customer to perform electronic resetting of CapTel phone. Offered to conduct test calls with customer to assess sound quality on call and advised customer of possibility of contacting their telephone company to assess and possibly upgrade the quality of their phone line.

---

**CapTel--Complaints****Technical - General**

*Inquire Date 12/12/2005*  
*Record ID CT 2131*  
*Call Taken By DF*  
*CA Number*  
*Responded By DF*  
*Response Date 12/12/2005*  
*Resolution Date 12/12/2005*

Technical Support worked closely with WTRS staff to remedy circumstance. Some line changes will provide the solution. In the interim, customer dialed the call with an alternative method.

---

**CapTel--Complaints****Captions - stop in middle of call**

*Inquire Date 12/19/2005*  
*Record ID CT 2100*  
*Call Taken By JK*  
*CA Number*  
*Responded By JK*  
*Response Date 12/19/2005*  
*Resolution Date 12/19/2005*

Unable to identify what might have caused the captions to stop. Advised customer to document the date, time and Captionist's number should such incidence ever occur again so we can further investigate.

---

**CapTel--Complaints****Disconnect/Reconnect during calls**

*Inquire Date 01/19/2006*  
*Record ID CT 2328*  
*Call Taken By DF*  
*CA Number*  
*Responded By DF*  
*Response Date 01/19/2006*  
*Resolution Date 01/19/2006*

Explained the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

---

**CapTel--Complaints****Voice user unable to connect to CapTel Service Number**

*Inquire Date 01/26/2006*  
*Record ID CT 2393*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 01/26/2006*  
*Resolution Date 01/26/2006*

Advised caller to contact cellular phone company/provider to document inability for hearing party to reach CapTel relay by cell phone; confirmed Carrier of Choice designation for CapTel user in database. Advised customer to have her friend try her call again.

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**CapTel--Complaints**

Disconnect/Reconnect during calls

*Inquire Date 01/26/2006*  
*Record ID CT 2507*  
*Call Taken By DF*  
*CA Number*  
*Responded By DF*  
*Response Date 02/07/2006*  
*Resolution Date 02/07/2006*

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce their occurrence.

---

**CapTel--Complaints**

Technical - General

*Inquire Date 2/20/2006*  
*Record ID CT 2913*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 03/03/2006*  
*Resolution Date 03/03/2006*

Technical problem identified. Resolution provided.

---

**CapTel--Complaints**

Disconnect/Reconnect during calls

*Inquire Date 02/23/2006*  
*Record ID CT 2855*  
*Call Taken By DF*  
*CA Number*  
*Responded By DF*  
*Response Date 02/24/2006*  
*Resolution Date 02/24/2006*

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

---

**CapTel--Complaints**

Disconnect/Reconnect during calls

*Inquire Date 03/01/2006*  
*Record ID CT 2879*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 03/02/2006*  
*Resolution Date 03/02/2006*

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

---

**CapTel--Complaints**

Disconnect/Reconnect during calls

*Inquire Date 03/01/2006*  
*Record ID CT 3238*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 03/06/2006*  
*Resolution Date 03/06/2006*

Offered customer assistance in resolving disconnect/reconnect during calls.

---

**CapTel--Complaints****Sound Quality – Static**

**Inquire Date 03/08/2006**  
**Record ID CT 3170**  
**Call Taken By MMo**  
**CA Number**  
**Responded By MMo**  
**Response Date 03/10/2006**  
**Resolution Date 03/10/2006**

Provided customer with software update and advised testing phone at another jack/location and advised possibility of contacting telephone company to check and upgrade line quality.

---

**CapTel--Complaints****Captions Lag too far behind voice**

**Inquire Date 03/21/2006**  
**Record ID CT 3574**  
**Call Taken By RW**  
**CA Number**  
**Responded By RW**  
**Response Date 03/22/2006**  
**Resolution Date 03/22/2006**

Incident occurred on a conference call. Thanked customer for providing information and offered suggestions for improving future conference calls.

---

**CapTel--Complaints****Disconnect/Reconnect during calls**

**Inquire Date 05/01/2006**  
**Record ID CT 5840**  
**Call Taken By JK**  
**CA Number**  
**Responded By JK**  
**Response Date 05/01/2006**  
**Resolution Date 05/01/2006**

Explained to customer why the disconnections might be happening and provided solutions customers to try to resolve them. Customer then sent email back to say that problem was with their computer set up.

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June 26, 2007

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 3-C417  
Washington DC 20554  
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31, 2007  
CG DOCKET NO. 03-123

Dear Ms. Gregory,

The State of Wisconsin, Division of Enterprise Technology respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Wisconsin. The State of Wisconsin's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data

- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breech
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find two complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# **Wisconsin Relay 2007 FCC Complaint Report**

**6/1/06 to 5/31/07**

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**Service Complaints--CA Did not  
Keep User Informed**

Customer stated that the CA had several long pauses during the call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

**Inquire Date 10/10/2006  
Record ID 15735  
Call Taken By TT  
CA Number 6664  
Responded By TT  
Response Date 10/10/2006  
Resolution 10/10/2006**

---

**Service Complaints--CA Did not  
Keep User Informed**

Customer stated that the CA did not give the gender or the greeting of the Term.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

**Inquire Date 11/20/2006  
Record ID 15834  
Call Taken By SH  
CA Number 6172  
Responded By MF  
Response Date 11/21/2006  
Resolution 11/21/2006**

---

**Service Complaints--CA Hung  
Up on Caller**

Customer stated that the CA hung up during the call.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that CA did disconnect the call. CA is no longer with Hamilton. Customer was notified and satisfied.

**Inquire Date 6/8/2006  
Record ID 15519  
Call Taken By KA/TT  
CA Number 6350  
Responded By BR  
Response Date 6/15/2006  
Resolution 6/15/2006**

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**Service Complaints--CA Hung  
Up on Caller**

Customer stated that the CA disconnected their call.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer's phone line disconnected. Customer was notified and satisfied.

**Inquire Date 4/11/2007  
Record ID 16064  
Call Taken By MF  
CA Number 6664  
Responded By MF  
Response Date 4/11/2007  
Resolution 4/11/2007**

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***Service Complaints--CA  
Misdialed Number***

Customer stated that the CA incorrectly dialed a phone number twice. Customer felt that the CA was not professional during the call.

*Inquire Date 8/9/2006  
Record ID 15617  
Call Taken By TT  
CA Number 6344  
Responded By TT  
Response Date 8/14/2006  
Resolution 8/14/2006*

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

Officer investigating fraudulent phone calls through the relay service requested phone records. Officer was unsure of which relay service the calls had been placed by.

*Inquire Date 6/21/2006  
Record ID 15528  
Call Taken By jr  
CA Number  
Responded By jr  
Response Date 6/21/2006  
Resolution 6/21/2006*

Customer Service explained that with a court order, then we could release the call information to the Court. Customer Service gave the other provider's telephone numbers. Officer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

Customer stated that he had possibly been a victim of identity theft that occurred through the Relay Service.

*Inquire Date 2/21/2007  
Record ID 15995  
Call Taken By JR  
CA Number  
Responded By jr  
Response Date 2/22/2007  
Resolution 2/22/2007*

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Miscellaneous***

Customer stated that the CA had difficulty understanding and asked the customer to repeat several times.

*Inquire Date 12/20/2006  
Record ID 15881  
Call Taken By EF/TT  
CA Number 6664  
Responded By TT  
Response Date 12/27/2006  
Resolution 12/27/2006*

Customer Service apologized and stated that the CA would be counseled. Customer was encouraged to request a Supervisor whenever assistance is needed during a call. Customer was satisfied.

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***CapTel Complaints***

Disconnect/Reconnect during calls

*Inquire Date 6/6/2006  
Record ID 10254  
Call Taken By MMo  
Number  
Responded By MMo  
Response Date 6/6/2006  
Resolution 6/6/2006*

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

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**CapTel Complaints**

Billing - General

*Inquire Date 6/16/2006*  
*Record ID 9297*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 6/16/2006*  
*Resolution 6/20/2006*

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

---

**CapTel Complaints**

Disconnect/Reconnect during calls

*Inquire Date 6/16/2006*  
*Record ID 9135*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 6/16/2006*  
*Resolution 6/16/2006*

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

---

**CapTel Complaints**

Billing - General

*Inquire Date 6/21/2006*  
*Record ID 9363*  
*Call Taken By MMo*  
*Number*  
*Responded By MMo*  
*Response Date 6/21/2006*  
*Resolution 6/21/2006*

Collected information and took corrective action.

---

**CapTel Complaints**

Disconnect/Reconnect during calls

*Inquire Date 7/7/2006*  
*Record ID 11643*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 7/7/2006*  
*Resolution 7/7/2006*

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

---

**CapTel Complaints**

Disconnect/Reconnect during calls

*Inquire Date 7/17/2006*  
*Record ID 11047*  
*Call Taken By JK*  
*CA Number*  
*Responded By JK*  
*Response Date 7/17/2006*  
*Resolution 7/17/2006*

Explained to customer why the disconnections might be happening and provided tips on how to resolve them.

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**CapTel Complaints**

Billing - General

*Inquire Date 7/28/2006*  
*Record ID 12713*  
*Call Taken By DF*  
*CA Number*  
*Responded By DF*  
*Response Date 7/28/2006*  
*Resolution 7/28/2006*

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

---

**CapTel Complaints**

Billing - General

*Inquire Date 8/28/2006*  
*Record ID 14389*  
*Call Taken By RP*  
*CA Number*  
*Responded By RP*  
*Response Date 8/28/2006*  
*Resolution 8/28/2006*

Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.

---

**CapTel Complaints**

Echo Sounds - CapTel user hears

*Inquire Date 10/10/2006*  
*Record ID 17568*  
*Call Taken By MMo*  
*Number*  
*Responded By MMo*  
*Response Date 10/10/2006*  
*Resolution 10/10/2006*

Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer how to properly hold handset for echo reduction. Also advised customer of possibility of using an assistive listening device in conjunction with CapTel phone.

---

**CapTel Complaints**

Billing - General

*Inquire Date 10/30/2006*  
*Record ID 18891*  
*Call Taken By RNW*  
*CA Number*  
*Responded By RNW*  
*Response Date 10/30/2006*  
*Resolution 10/30/2006*

Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.

---

**CapTel Complaints**

Disconnect/Reconnect during calls

*Inquire Date 11/7/2006*  
*Record ID 20178*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 11/7/2006*  
*Resolution 11/7/2006*

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

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**CapTel Complaints****Billing - General**

*Inquire Date 12/4/2006*  
*Record ID 21707*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 12/4/2006*  
*Resolution 12/4/2006*

Collected information and advised customer billing should be addressed with the telephone billing party.

---

**CapTel Complaints****Billing - General**

*Inquire Date 12/13/2006*  
*Record ID 22541*  
*Call Taken By RP*  
*CA Number*  
*Responded By RP*  
*Response Date 12/13/2006*  
*Resolution 12/14/2006*

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

---

**CapTel Complaints****Accuracy of captions**

*Inquire Date 12/20/2006*  
*Record ID 23036*  
*Call Taken By RNW*  
*Number*  
*Responded By RNW*  
*Response Date 12/20/2006*  
*Resolution 12/20/2006*

Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.

---

**CapTel Complaints****Service - General**

*Inquire Date 1/12/2007*  
*Record ID 25132*  
*Call Taken By JS*  
*CA Number*  
*Responded By JS*  
*Response Date 1/12/2007*  
*Resolution 1/12/2007*

Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased que times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support.

---

**CapTel Complaints****Service - General**

*Inquire Date 1/12/2007*  
*Record ID 25151*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 1/12/2007*  
*Resolution 1/12/2007*

Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased que times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support.

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**CapTel Complaints**

Disconnect/Reconnect during calls

*Inquire Date 3/2/2007*  
*Record ID 29756*  
*Call Taken By RP*  
*CA Number*  
*Responded By RP*  
*Response Date 3/2/2007*  
*Resolution 3/2/2007*

Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

---

**CapTel Complaints**

Service - General

*Inquire Date 3/5/2007*  
*Record ID 30147*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 3/5/2007*  
*Resolution 3/5/2007*

Technical problem identified. Resolution provided by network vendor.

---

**CapTel Complaints**

Service - General

*Inquire Date 3/5/2007*  
*Record ID 29890*  
*Call Taken By RP*  
*Number*  
*Responded By RP*  
*Response Date 3/5/2007*  
*Resolution 3/5/2007*

Technical problem identified. Resolution provided by network vendor.

---

**CapTel Complaints**

Service - General

*Inquire Date 3/5/2007*  
*Record ID 30380*  
*Call Taken By JS*  
*CA Number*  
*Responded By JS*  
*Response Date 3/5/2007*  
*Resolution 3/5/2007*

Technical problem identified. Resolution provided by network vendor.

---

**CapTel Complaints**

Service - General

*Inquire Date 3/5/2007*  
*Record ID 29960*  
*Call Taken By TM*  
*CA Number*  
*Responded By TM*  
*Response Date 3/5/2007*  
*Resolution 3/5/2007*

Technical problem identified. Resolution provided by network vendor.

---

**CapTel Complaints****Accuracy of captions**

*Inquire Date 3/8/2007*  
*Record ID 30606*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 3/8/2007*  
*Resolution 3/8/2007*

Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.

---

**CapTel Complaints****Disconnect/Reconnect during calls**

*Inquire Date 3/21/2007*  
*Record ID 31892*  
*Call Taken By LG*  
*CA Number*  
*Responded By LG*  
*Response Date 3/21/2007*  
*Resolution 3/21/2007*

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

---

**CapTel Complaints****Captions Lag too far behind voice**

*Inquire Date 4/11/2007*  
*Record ID 34020*  
*Call Taken By JS*  
*Number*  
*Responded By JS*  
*Response Date 4/11/2007*  
*Resolution 4/12/2007*

Reviewed with consumer how captions are processed and suggested customer note calls where delays are noticeable, and report the date, time, and CA # so we can further investigate.

---

**CapTel Complaints****Accuracy of captions**

*Inquire Date 4/14/2007*  
*Record ID 34301*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 4/14/2007*  
*Resolution 4/14/2007*

Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.

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**CapTel Complaints****Accuracy of captions**

*Inquire Date 5/4/2007*  
*Record ID 36074*  
*Call Taken By DF*  
*CA Number*  
*Responded By DF*  
*Response Date 5/4/2007*  
*Resolution 5/4/2007*

Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback. Shared incidence with Call Center personnel.

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**CapTel Complaints**

Billing - General

*Inquire Date 5/11/2007*  
*Record ID 36800*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 5/11/2007*  
*Resolution 5/11/2007*

Discussed need to register long distance carrier of choice with caller and registered voice user accordingly.

---

**CapTel Complaints**

Disconnect/Reconnect during calls

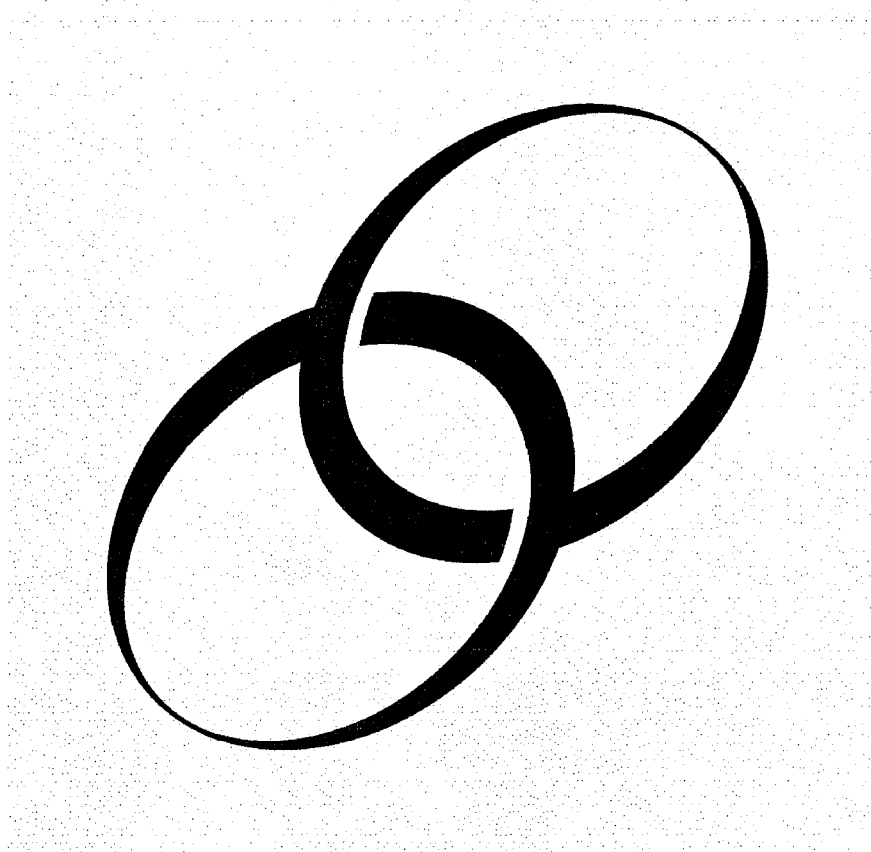
*Inquire Date 5/16/2007*  
*Record ID 38456*  
*Call Taken By MP*  
*CA Number*  
*Responded By MP*  
*Response Date 5/16/2007*  
*Resolution 5/16/2007*

Gave customer information explaining the difference between a CapTel phone and a traditional phone. Explained why disconnection/reconnection might be occurring and gave tips to reduce their occurrence.

---

# **Appendix G**

## **Promotional Items**



**Wisconsin**  
**Telecommunications**  
Relay System

## Wisconsin Outreach Activities 2005

20-Jan Dane County 911 Call Center, Madison	9
31-Jan Northwest Technical College, Green Bay	50
26-Feb Milwaukee Deaf Bowling Association, Milwaukee	250
2-Mar Oregon High School, Oregon	170
3-Mar Door County 911 Center, Sturgeon Bay	9
8-Mar TTY User, Milwaukee	2
12-Mar Statewide Parents Conference, Wisconsin Dells	150
14-Mar UW-Whitewater, Whitewater	18
16-Mar UW-Extension, Stevens Point	16
16-Mar Gateway Technical College, Elkhorn	75
17-Mar UW-Extension, Madison	110
21-Mar MATC, Middleton	10
22-Mar UW-Extension, Fitchfield	15
23-Mar R&M Sales, Greenfield	7
28-Mar VCO User, Sun Prairie	1
6-Apr Fr. Guy Blair Community Meeting, Green Bay	14
11-Apr UW-LaCrosse, LaCrosse	60
12-Apr Dane County 911 Call Center, Madison	7
14-Apr UW-Eau Claire, Eau Claire	26
15-Apr WSHA, Middleton	50
25-Apr UW-Whitewater, Whitewater	40
26-Apr Employment Technology Expo, LaCrosse	8
30-Apr Madison Association of the Deaf Banquet, Madison	65
30-Apr Fox River Valley Assoc. of the Deaf Banquet, Green Bay	100
4-May VCO User, Green Bay	1
11-May CWAG, Madison	200
18-May LaFollette High School, Madison	79
20-May WTRS Advisory Council, Madison	15
26-May Savannah Oaks Middle School, Fitchburg	160
4-Jun Southern Lakes Assoc. of the Deaf, Delavan	120
6-Jun Marquette University, Milwaukee	18
15-Jun Waukesha 911 Center, Waukesha	8
21-Jun UW-Green Bay, Green Bay	6
25-Jun WAD Conference, Pewaukee	90
27-Jun Columbia County Clerk, Portage	4
28-Jun Society's Assets, Inc., Racine	20
28-Jun VCO, Burlington	2
18-Jul WI-Sheriff & Deputy Sheriff Association, Green Bay	5
26-Jul ADA Picnic, Madison	30
8-Aug Moriane Technical College, Beaver Dam	14
12-Aug BIS Open House, Madison	10
13-Aug Green Bay Club of the Deaf, Green Bay	80
20-Aug Madison Association of the Deaf Picnic, Columbus	100
30-Aug Pathways to Independence Workshop, Milwaukee	50
10-Sep FRVAD Picnic, Appleton	35
10-Sep WisRID Conference, LaCrosse	120
13-Sep Northeast Technical College, Green Bay	40
19-Sep ODHH Seniors Health Fair, Madison	150
21-Sep Greg Hlibok Presentation, Milwaukee	80
22-Sep Water Tower Grand Opening, Greenfield	300



22-Sep Milwaukee Sign Language School Open House, Milwaukee	100
23-Sep Catholic Charities Conference, Milwaukee	50
24-Sep DHHA Comedy Club, Milwaukee	110
Sep 26-27 WI-NENA Conference, Stevens Point	100
14-Oct WTRS Advisory Council, Madison	20
14-Oct WAD Hurricane Katrina Benefit Dinner, Madison	200
25-Oct UW Health Clinic, Madison	20
25-Oct MATC, Middleton	18
27-Oct Sauk County on Aging, Baraboo	500
28-Oct ElderFest, Lancaster	500
8-Nov WSD Students visit, Madison	12
11-Nov LaFollette High School, Madison	80
14-Nov UW-Whitewater, Whitewater	74
15-Nov UW-Eau Claire, Eau Claire	25
15-Nov WSD, Delavan	75
21-Nov UW-LaCrosse, LaCrosse	50
3-Dec FRVAD Holiday Banquet, Brillion	40
8-Dec Dane County 911 Call Center, Madison	6

## Wisconsin Outreach Activities 2006

4-Jan Home Visit, Sun Prairie	1
12-Jan Sorenson Event, Madison	15
14-Jan WAD Town Hall, Delavan	30
19-Jan Future of CSD Event, Madison	30
24-Jan Home Visit, Sun Prairie	2
27-Jan DHHA Night Out, Wauwatosa	70
28-Jan Healthy Living Fair, Portage	200
31-Jan Syble High School, DePere	70
1-Feb 911 Communications Center, Waukesha	5
6-Feb WSDS Conference, Wisconsin Dells	200
6-Feb WTRS Tour, Madison	2
8-Feb WCPA Conference, Oconomowoc	150
9-Feb NWTC, Green Bay	40
10-Feb St. Norbert College, Green Bay	10
18-Feb MAD Basketball Tournament, Delavan	200
22-Feb UW Richland, Richland Center	16
25-Feb Deaf Bowling Tournament, Milwaukee	300
8-Mar MATC, Middleton	20
Mar 10-11 Parents Conference, Appleton	150
13-Mar UW-Whitewater, Whitewater	18
21-Mar MATC, Madison	16
22-Mar Gateway Technical College, Elkhorn	100
28-Mar Dane County 911 Call Center, Madison	5
30-Mar MATC, Madison	20
10-Apr UW-Whitewater, Whitewater	50
12-Apr UW-Madison, Madison	15
13-Apr VCO User, Friendship	3
18-Apr UW-Eau Claire, Eau Claire	50
April 19-20 WRTC Conference, Kohler	550
20-Apr Deaf, Deaf World, Milwaukee	150
24-Apr SHHH, Waukesha	15
25-Apr Holy Family Hospital, New Richland	30

April 27-28	WSHA Conference, Green Bay	200
1-May	MATC, Milwaukee	20
2-May	Professional Interpreting Enterprise Visit	4
9-May	LaFollette High School, Madison	75
12-May	WTRS Advisory Council, Madison	15
17-May	Deaf Seniors Coffee Chat, Madison	25
30-May	Waukesha 911 Center, Waukesha	15
30-May	Customer, Sheboygan	2
31-May	CWAG Conference, Appleton	250
2-Jun	Customer, Milwaukee	2
2-Jun	PIE 10th Anniversary Celebration, Greenfield	100
5-Jun	UW-Eau Claire, Eau Claire	50
17-Jun	Deaf Empowerment Picnic, Appleton	40
19-Jun	UW-Law School, Madison	15
22-Jun	UW-Green Bay, Green Bay	7
10-Jul	MATC, Milwaukee	20
July 19-22	RID Region III Conference, Brookfield	250
24-Jul	Wisconsin Sheriff and Deputy Sheriff Conference, Madison	80
25-Jul	UW-Green Bay, Green Bay	13
26-Jul	Lakeshore Technical College, Cleveland	40
30-Jul	WTRS Picnic, Madison	400
2-Aug	Marquette University, Milwaukee	40
14-Aug	WTRS Advisory Council Tour, Madison	10
19-Aug	Quad Deaf Club Picnic, Delavan	300
1-Sep	Fort McCoy Appreciation Day, Ft McCoy	100
23-Sep	DAW Festival, Milwaukee	700
28-Sep	Catholic Charities Conference, Milwaukee	100
2-Oct	Dane County 911 Call Center, Madison	7
4-Oct	MATC ITP Advisory Board, Milwaukee	15
5-Oct	NWTC, Green Bay	37
7-Oct	WSD Hall of Fame Dinner, Delavan	210
10-Oct	Waukesha County Technical College, Pewaukee	20
12-Oct	Waukesha County Technical College, Pewaukee	10
Oct 16-17	NENA Conference, Wisconsin Dells	200
19-Oct	WSD Call Center Tour, Madison	10
20-Oct	WTRS Advisory Council, Madison	20
24-Oct	MATC, Madison	10
26-Oct	Taylor County Aging, Mauston	500
27-Oct	ElderFest, Lancaster	600
30-Oct	MATC, Middleton	14
31-Oct	Waukesha County Technical College, Pewaukee	15
2-Nov	Waukesha County Technical College, Pewaukee	15
2-Nov	Holiday House, Manitowoc	25
2-Nov	Customer, Milwaukee	1
9-Nov	University of Wisconsin-Milwaukee, Milwaukee	50
Nov 10-11	WisRID Conference, Madison	150
13-Nov	HLAA-Fox Valley, Appleton	15
14-Nov	University of Wisconsin-Eau Claire, Eau Claire	50
18-Nov	DHHA Comedy Club, Milwaukee	125
20-Nov	UW-Whitewater, Whitewater	80
28-Nov	HLAA-Northwoods, Woodruff	2
28-Nov	HLAA-Northwoods, Woodruff	2

5-Dec LaFollette High School, Madison	75
5-Dec WTRS Advisory Council Tour, Madison	2
12-Dec LaFollette High School, Madison	22
6-Dec MATC, Madison	12
14-Dec Waukesha County 911 Center, Waukesha	5
21-Dec Signing Santa, WSD, Delavan	200

## Wisconsin Outreach Activities 2007

17-Jan North County Independent Living, Superior	10
18-Jan VCO User, Superior	3
18-Jan University of Wisconsin-Superior, Superior	2
5-Feb WI Sheriff & Deputy Sheriff Conference, Steven Point	200
7-Feb WI Chief Of Police Association Training Conference, Racine	120
7-Feb Café Porta Alba, Madison	2
8-Feb University of Wisconsin-Milwaukee, Milwaukee	10
Feb 9-10 WSHA Conference, Middleton	200
17-Feb Milwaukee Deaf Bowling, Milwaukee	250
19-Feb Dane County 911 Call Center, Madison	5
28-Feb WTRS Call Center Tour, Middleton	1
1-Mar MATC, Oak Creek	17
Mar 2-4 CAAD Basketball Tournament, Delavan	350
5-Mar MATC, Middleton	15
7-Mar NWTC, Green Bay	40
7-Mar MATC ITP Advisory Board, Milwaukee	20
Mar 9-10 WESPDHH Parents Conference, Middleton	300
12-Mar UW-Whitewater, Whitewater	60
13-Mar Brown County Aging Fair, Green Bay	75
17-Mar Parliamentary Workshop, Greenfield	40
20-Mar MATC, Madison	5
Mar 22-23 Assistive Technology Conference, Stevens Point	250
28-Mar Emergency Management Conference, LaCrosse	150
29-Mar Gateway Technical College, Elkhorn	150
29-Mar Senior Expo, Beloit	500
2-Apr Customer, Milton	2
6-Apr WTRS Tour, Middleton	1
6-Apr Waukesha Co 911 Center, Waukesha	6
10-Apr UW-Madison, Madison	2
11-Apr UW-Madison, Madison	10
12-Apr LaFollette High School, Madison	75
13-Apr Customer, Middleton	1
14-Apr Forget Me Not Movie, Delavan	50
17-Apr UW-Eau Claire, Eau Claire	65
19-Apr Community Signing Class, Green Bay	13
23-Apr Accessible Housing Conference, Madison	75
25-Apr WTRS Tour, Middleton	2
3-May Stoddard's Catering, Cottage Grove	1
5-May ASL Weekend, Rosholt	125
17-May Society's Assets, Inc., Racine	40
18-May WTRS Advisory Council, Middleton	25
30-May ASL Bee, Milwaukee	150
1-Jun Bringing Your World Closer, Rhinelander	90
6-Jun UW-Eau Claire, Eau Claire	60

8-Jun Glendale Elementary School, Madison	10
13-Jun WCTC, Waukesha	13
13-Jun Customer, Milwaukee	3
19-Jun Technology Fair, Superior	150
20-Jun MATC, Milwaukee	15
22-Jun WAD Conference, Delavan	300
6-Jul McFarland Shool, McFarland	50
9-Jul UW-Madison, Madison	25
11-Jul UW-Green Bay, Green Bay	17
19-Jul CWAG Conference, Stevens Point	300
25-Jul WTRS Tour, Middleton	25
29-Jul WTRS Picnic, Madison	425

November 20, 2006

## Wisconsin Telecommunications Relay System

### Important Information Regarding Wisconsin Telecommunications Relay

Did you know that many Wisconsinites who are deaf, hard of hearing, or have speech disabilities can now enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to the Wisconsin Telecommunications Relay.

#### Here's how the Wisconsin Telecommunications Relay works:

A person who is deaf, hard of hearing, or may have a speech loss types his/her conversation using a text telephone (TDD/TTY). A specially trained Communications Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech disabled may simply dial 7-1-1 or dial 1-800-947-6644. Text telephone users may also dial 7-1-1 or dial 1-800-947-3529. There is no charge for dialing 7-1-1, and all options available to Wisconsin Telecommunications Relay users through existing 800 numbers are available to 7-1-1 users. If you are experiencing trouble dialing 7-1-1 to reach the Wisconsin Telecommunications Relay, please call the local telephone company or Wisconsin Telecommunications Relay Customer Service.

Relay service is also available over the Internet. People who are Deaf, hard of hearing or speech disabled can simply go to [www.hamiltonrelay.com](http://www.hamiltonrelay.com) to connect to a CA. Customers may use the same website ([www.hamiltonrelay.com](http://www.hamiltonrelay.com)) or HamiltonVRS.tv from a videophone to access video relay service, where a certified American Sign Language (ASL) interpreter will relay your signed conversation to the hearing party.

Relay services are also available for people with Speech Disabilities. Speech-to-Speech service lets people with speech disabilities communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained CA by dialing either 7-1-1 or 1-800-833-7637.

Spanish Relay Service is available to Spanish speaking residents of Wisconsin Telecommunications. To place a Spanish relay call, dial 1-800-833-7813. Spanish to English translation is available for Wisconsin Telecommunications Relay calls.

CapTel™ is ideal for people with some degree of hearing loss. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

All services are available 24 hours a day, seven days a week and enable people to place relay calls between Wisconsin Telecommunications and other locations anywhere in the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access Wisconsin Telecommunications Relay.

To learn more about Wisconsin Telecommunications Relay, visit the website at [www.hamiltonrelay.com/states/wi.htm](http://www.hamiltonrelay.com/states/wi.htm)

To place a call dial 711  
Or use one of the numbers below

TTY:  
1-800-947-3529

Voice:  
1-800-947-6644

Spanish:  
1-800-833-7813

Speech-to-Speech:  
1-800-833-7637

211:  
Health and Human Svcs.

Customer Service:  
1-800-395-9877 Voice  
1-800-283-9877 TTY  
8383 Greenway Blvd., Suite 90  
Middleton, WI 53562

Email: [wirelay@hamiltonrelay.com](mailto:wirelay@hamiltonrelay.com)  
Web: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

#### Special points of interest:

##### • Equipment Distribution Program

If you want to learn about the Telecommunications Equipment Purchase Program (TEPP) please contact TEPP at 1-608-267-1479 TTY or 1-608-231-3305 Voice or check out their website: <http://psc.wi.gov/consumerinfo/assistancePgms/tepp/tepp-ind.htm>. For a quicker application process, an online application is available.

##### • Emergency Calls

Please note that 7-1-1 is only to be used to reach Wisconsin Telecommunications Relay

For EMERGENCIES you should continue to use 9-1-1

In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have TTYs and be prepared to handle emergency calls placed in this manner. Wisconsin Telecommunications Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.



## Wisconsin Telecommunications Relay System

### What is Wisconsin Telecommunications Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, Wisconsin Telecommunications offers an important public service called Wisconsin Telecommunications Relay. The State of Wisconsin Telecommunications guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

### How does relay work?

Dial 7-1-1 from any phone in Wisconsin Telecommunications or the appropriate toll-free number below to connect to the Wisconsin Telecommunications Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

### CapTel™

CapTel™ is ideal for people with some degree of hearing loss. *CapTel* works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. *CapTel* users can listen to the caller and read the captions on the display window.

### How do I apply for specialized equipment?

The Telecommunications Equipment Purchase Program (TEPP) is designed to help people with disabilities buy specialized equipment needed to use basic telephone services. The TEPP is one of several different programs paid for by the Wisconsin Universal Service Fund (USF) established by the Public Service Commission of Wisconsin. Money collected from Wisconsin telephone service providers goes into the USF.

#### **Dial 7-1-1 OR**

TTY: 1-800-947-3529

Voice: 1-800-947-6644

Fast ASCII: 1-800-267-8867

Speech to Speech: 1-800-833-7637

Spanish: 1-800-833-7813

#### **Customer Service:**

1-800-395-9877 Voice

1-800-283-9877 TTY

wirelay@hamiltonrelay.com

www.hamiltonrelay.com

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or  
Hamilton Relay Wireless, visit

**www.hamiltonrelay.com**



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1-800-395-9877 Voice

1-800-283-9877 TTY

wirelay@hamiltonrelay.com

www.hamiltonrelay.com

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or  
Hamilton Relay Wireless, visit

**www.hamiltonrelay.com**

## How to connect with WTRS

## TTY (Text Telephone)

## TTY (Text Telephone)

To place a call through Wisconsin Telecommunications Relay System, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY: 1.800.947.3529
- ASCII: 1.800.272.1773
- Fast ASCII: 1.800.267.8867
- Voice: 1.800.947.6644
- Speech-to-Speech: 1.800.833.7637
- CapTel®: To reach a CapTel user, dial 1.877.243.2823
- Spanish: 1.800.833.7813  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relevé de Wisconsin para obtener más información sobre la repetición telefónica en español.

- CapTel®: Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- Español: 1.800.833.7813 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- Fax: 1.608.827.0402 Español
- Correo Electrónico: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- Departamento de Servicio al Cliente: 1.866.744.7471 Español

**Customer Service** If you have suggestions, comments or concerns, please contact:

WTRS Customer Service  
8383 Greenway Blvd., Suite 90  
Middleton, WI 53562  
TTY: 1.800.283.9877  
Voice: 1.800.395.9877  
CapTel®: 1.800.600.7826 V/TTY  
Fax: 1.608.827.0402  
E-mail: [wirelay@hamiltonrelay.com](mailto:wirelay@hamiltonrelay.com)

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05HML-070\_WISTS\_0407

place the order  
report the results  
surprise your family  
ask a favor



Connecting you with  
important people in your life.

Wisconsin Telecommunications

Relay System (WTRS) is a  
free, 24-hour service that  
allows people who are Hearing,

Deaf, Hard of Hearing,  
Deaf-Blind or Speech Disabled

to communicate with each  
other via the telephone.

Through the use of specialized  
equipment, relay users

communicate freely with  
friends, family and businesses

who use a standard telephone.

Accessing relay with a TTY is a useful way for people who are Deaf, Hard of Hearing or Speech Disabled to place telephone calls.

TTYs (text telephones) are most often used by people who are deaf, hard of hearing or speech disabled and who do not use their speaking voice to communicate over the telephone. The TTY keyboard is used to convey the TTY user's part of the conversation—and those words are voiced by the Communication Assistant (CA). For deaf or hard of hearing relay users, the TTY screen display is used to read what the other party has said. Having a hearing loss or speech disability is no longer a barrier to independent use of the telephone.

**Required Equipment** You will need a text telephone, sometimes referred to as a TTY or TDD. Your telephone line may connect directly to the TTY. For further information, contact WTRS Customer Service: 1.800.283.9877 (TTY) or 1.800.395.9877 (Voice).

- WTRS Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

## Customer Profile

A Customer Profile allows you to customize your relay calls. There are a number of benefits to creating a Customer Profile, including faster call processing, speed dialing, customized call greeting, appropriate typing speed, use of abbreviations, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wi.htm>  
or contact WTRS Customer Service at 1.800.283.9877 (TTY) or 1.800.395.9877 (Voice).

## How to Make a Call Using a TTY

1. Using your TTY, dial 7-1-1 or the toll free number for WTRS: 1.800.947.3529.
2. The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and then will type "NUMBER PLS GA"\*\*\*
3. If you have established a Customer Profile, the CA will automatically follow any special options or instructions in your profile. If you do not have a profile, request special options such as Voice Carry Over (VCO) or Hearing Carry Over (HCO) at this time.
4. Provide the area code and telephone number you wish to call—as well as any additional instructions—by typing them on the TTY.
5. Use the term "GA" when you are finished for the moment and it is the other person's turn to respond.
6. When you have completed your side of the conversation, type "GA to SK"\*\*\* and the CA will close your call.

\*\*\*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

\*\*\*"SK" means "stop keying; the conversation is over."

## 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. WTRS Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

## Answering Machines and Voice Mail

- If you know you will reach an answering machine, give the CA the message to be left before the CA dials.
- If you know you will reach a switchboard, it is helpful to provide the CA with any information needed to connect you with the right person before the CA dials. (Example: extension number or department name.)
- If you are calling a number with a voice mail system—or calling to retrieve your own voice mail—and you know the numbers required to navigate the touch-tone system, provide these numbers to the CA before the CA dials. (Example: CA dial XXX-XXX-XXXX. Then dial 4,5,9.) Sharing this information will allow for a smooth calling experience.

## Garbling

Garbling on a TTY can be triggered by a number of factors, including:

- Call waiting, if it is a feature on the phone line connected to the TTY
- Loud noises in the background
- Construction on the phone lines
- Low power on the TTY
- Weather
- Cracked phone couplers
- Static on the telephone line
- Improper TTY settings
- TTY shifting between letters and numbers
- Poor connection for a variety of reasons, such as if the standard user is on a cell phone and is not near a tower

Some TTYs with Auto ID send voice messages stating that "this is a TTY." This feature can garble your printed text and should be turned off prior to calling the relay.

Here are some suggestions should you experience garbling on your TTY:

- Hit a letter key a few times to reset your TTY
- Change your TTY setting to Baudot
- Check for possible noises (dog barking, music, fan, air conditioner, TV, etc.)
- Check to ensure the telephone handset fits snugly in the TTY coupler
- As a last resort, hang up and redial

If garbling continues, contact your local telephone company and ask for a technician to check your lines for possible issues. If you continue to experience issues, please contact WTRS Customer Service at 1.800.283.9877 (TTY) or 1.800.395.9877 (Voice).

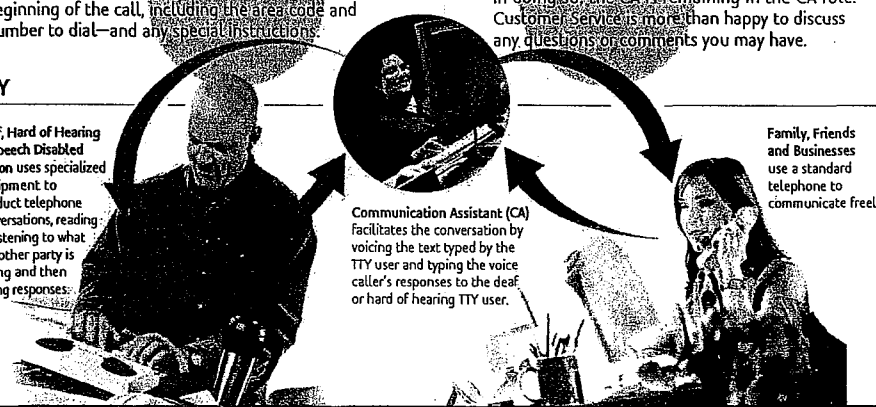
## Tips for TTY Users

- When you call the relay, wait until you see the CA's identification before beginning to type. Prior to that point, the CA will not have access to what you type.
- Give the CA as much information as possible at the beginning of the call, including the area code and number to dial—and any special instructions.

- You can request that the CA not identify or explain the relay to the standard telephone user.
- If you need to give the CA instructions during the call, use parentheses. For example: (CA please redial) or (CA sound upset).
- Use common TTY abbreviations to save time. There is no need to use punctuation marks.
- Please wait for the "GA" to appear before you begin typing your response. Not doing so will cause garbling. If you receive garbling on a call, try typing "AAAAA." This should reset your TTY and will likely clear the garbling.
- When typing a complex word or name that you would like the CA to spell out, use spaces between each letter. The CA will then voice each letter individually. (Example: "Beauregard... B e a u r e g a r d.")
- Backspacing to correct typing errors sometimes causes misunderstandings. Instead of backspacing to correct a typed error, type "XXX" and continue on—starting with the corrected information.
- Please wait until you see "PERSON HUNG UP GA" before you give the CA the next number to dial.
- Make sure to include the area code, especially if it is different from the area code for the previous call.
- If you have any questions or comments about your call, the CA will refer you to Customer Service. In doing so, the CA is remaining in the CA role. Customer Service is more than happy to discuss any questions or comments you may have.

## TTY

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations, reading or listening to what the other party is saying and then typing responses.





## How to connect with WTRS

## Voice Relay

## Voice Relay

To place a call through Wisconsin Telecommunications Relay System, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY: 1.800.947.3529
- ASCII: 1.800.272.1773
- Fast ASCII: 1.800.267.8867
- Voice: 1.800.947.6644
- Speech-to-Speech: 1.800.833.7637
- CapTel®: To reach a CapTel user, dial 1.877.243.2823
- Spanish: 1.800.833.7813  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Wisconsin para obtener más información sobre la repetición telefónica en español.

- CapTel®: Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- Español: 1.800.833.7813 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- Fax: 1.608.827.0402 Español
- Correo Electrónico:  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- Departamento de Servicio al Cliente:  
1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

WTRS Customer Service  
8383 Greenway Blvd., Suite 90  
Middleton, WI 53562  
TTY: 1.800.283.9877  
Voice: 1.800.395.9877  
CapTel®: 1.800.600.7826 V/TTY  
Fax: 1.608.827.0402  
E-mail: [wirelay@hamiltonrelay.com](mailto:wirelay@hamiltonrelay.com)

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keep a promise  
solve the problem  
invite a friend  
close the deal



Connecting you with  
important people in your life.

Wisconsin Telecommunications

Relay System (WTRS) is a  
free, 24-hour service that  
allows people who are Hearing,

Deaf, Hard of Hearing,  
Deaf-Blind or Speech Disabled  
to communicate with each

other via the telephone.  
Through the use of specialized  
equipment, relay users  
communicate freely with  
friends, family and businesses  
who use a standard telephone.

Voice Relay is an effective service for people who use a standard telephone to communicate with people who are Deaf, Hard of Hearing or Speech Disabled.

When you place a voice call through WTRS, your side of the conversation is typed by a Communication Assistant (CA) and "relayed" to the person you are calling. The CA then voices typed responses from that person for you to hear.

All calls are completely confidential. It's a simple and effective method to communicate with friends, family and business people who are important to you. It's a great way to do business or stay in touch!

**Required Equipment** There is no special equipment needed to make a voice relay call through WTRS. You can use any type of phone anywhere. For further information, contact WTRS Customer Service: 1.800.283.9877 (TTY) or 1.800.395.9877 (Voice).

- WTRS Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

## Making a Call

- Dial 7-1-1 or the toll free number for the relay in Wisconsin: 1.800.947.6644.
- The Communication Assistant (CA) will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call—along with any special instructions.
- Once the call is connected, the CA will voice the responses from the person you have called. You should speak directly and clearly to the person you are calling.
- Remember, everything you say is being typed word for word. Background noises are also being conveyed in order to keep the deaf or hard of hearing user continually informed throughout the call.
- When you are finished with your portion of the conversation, say "Go Ahead" or "GA" to indicate it is the other person's turn to respond.
- To end your call, say "GA to SK" or simply say "Goodbye."

"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

\*\*SK" means "stop keying; the conversation is over."

## 711: Easy, nationwide access to the relay.

711 is your quick connection to the relay—the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). You can dial 711 anywhere in the U.S.

Note that 711 is set up to process your call by the relay service for the state from which you dial.

## Receiving a Relay Call

When you receive a call from a relay user, the CA will identify the relay and ask if you are familiar with relay. The CA will explain the relay process, if appropriate, and will then connect the call. Business owners benefit when they connect with customers who are deaf, hard of hearing or speech disabled. When you or your staff pick up the phone and hear: "This is WTRS," don't hang up! Someone important is on the line.

## Tips for Voice Relay Users

- Give the CA as much information as possible at the beginning of your call. This information will help the CA set up and process your call more efficiently, resulting in a smoother and more comfortable connection for you and the person you are calling.
- Along with the phone number of the person you wish to call, you can inform the CA of the type of relay feature that the person you're calling may use (Voice Carry Over, Hearing Carry Over, etc.).
- Give the CA specific long distance billing information if applicable.
- Before the CA dials the number you are calling, you may instruct the CA to ask for the person by name, and also to identify you.
- You may request a male or female CA—and as long as one is available, your request will be honored.
- After you are connected to the person you are calling, speak directly to him or her. If you speak in third person ("Tell him I will see him at 2 p.m....") the CA will type exactly what you say. It is more effective to directly say: "I will see you at 2 p.m...."
- Say "Go Ahead" or "GA" each time you are finished speaking and then wait a few moments for a response. There may be a slight delay from the time you finish speaking until you hear a response.

- If you need to ask the deaf or hard of hearing user a series of questions, ask them one at a time and say "GA," wait for a response, and then ask the next question. This will give the other person a chance to respond to each question and will reduce misunderstandings.

- Because the CA is required to type everything you say verbatim, it's helpful to speak a bit slower than usual.

- CAs type everything heard, including background noises or side comments.

- CAs will indicate your tone of voice to the other person by typing: (sounds professional), (sounds friendly), (sounds upset), etc.

- Do not attempt to engage the CA in conversation. The CA's sole function is to facilitate your call—typing everything that you say. Comments that you do not want typed should be avoided.

- Some people who are deaf or hard of hearing use their own speaking voices on relay calls. This is called Voice Carry Over (VCO). When a relay user chooses VCO, you'll hear that person's voice throughout the call—and the VCO user will read your responses typed verbatim by the CA.

- Some people who are speech impaired may ask the CA to revoice what they have spoken (called Speech-to-Speech), while others who have speech impairments may type their end of the conversation and the CA will voice for them (called Hearing Carry Over or HCO). Either way, they will hear everything you say directly.

Talk as long as you want! There is no time limit on calls.

You may make as many consecutive calls as you wish.

All relay calls are completely confidential.

## 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. WTRS Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

## More Information on Voice Relay Calls

For more details on WTRS, visit <http://hamiltonrelay.com/traditional/711/voice/index.htm> or contact WTRS Customer Service: 1.800.283.9877 (TTY) or 1.800.395.9877 (Voice).

## Voice Relay

Voice User uses a standard phone to conduct telephone calls through the relay, speaking directly to the other party.



Relay User uses specialized equipment to type responses and/or read the voice caller's side of the conversation.

Communication Assistant (CA) facilitates communication for most relay calls by typing the voice caller's side of the conversation and, in turn, voicing the other party's side of the conversation.



Wisconsin Telecommunications Relay System is powered by Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services. Hamilton Relay has been offering relay services since 1991 and has earned a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants (CAs).

## How to connect with WTRS Relay

## Voice Carry Over (VCO)

## Voice Carry Over (VCO)

To place a call through Wisconsin Telecommunications Relay System, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY: 1.800.947.3529
- Voice: 1.800.947.6644
- CapTel™: To reach a CapTel™ user, dial 1.877.243.2823
- ASCII: 1.800.272.1773
- Fast ASCII: 1.800.267.8867
- Speech-to-Speech: 1.800.833.7637
- Spanish-to-Spanish: 1.800.833.7813  
(includes Spanish to Spanish and translation from English to Spanish)

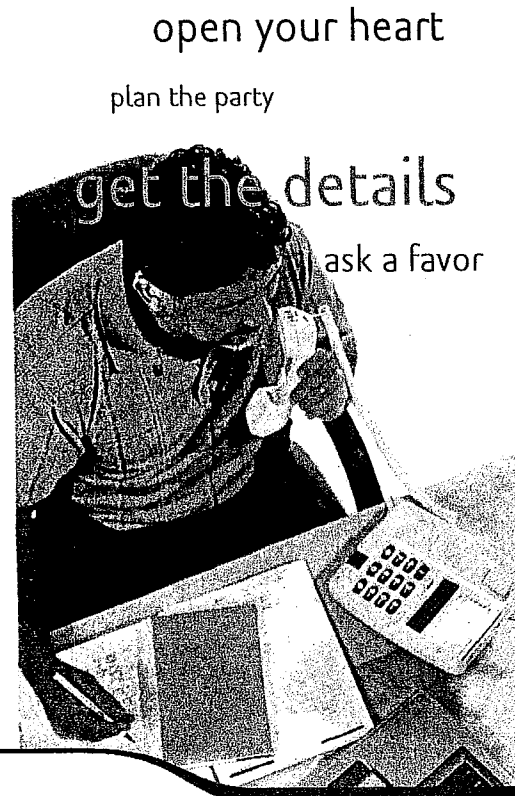
For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente de Wisconsin Relay para obtener más información sobre la repetición telefónica en español.

- TTY: 1.800.947.3529
- Voz: 1.800.947.6644
- CapTel™: Para ponerse en contacto con un usuario de CapTel, marque el 1.877.243.2823
- ASCII: 1.800.272.1773
- Fast ASCII: 1.800.267.8867
- Voz a Voz: 1.800.833.7637
- Español a Español: 1.800.833.7813  
(Incluye español a español y la traducción del inglés al español)
- Fax: 402.694.5110
- Correo Electrónico: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

Customer Service If you have suggestions, comments or concerns, please contact:

Hamilton Relay  
8383 Greenway Blvd., Suite 90 • Middleton, WI 53562  
TTY: 1.800.283.9877 • Voice: 1.800.395.9877  
Fax: 608.827.0402 • E-mail: [wirelay@hamiltonrelay.com](mailto:wirelay@hamiltonrelay.com)



Connecting you with  
important people in your life.

Wisconsin Telecommunications

Relay System (WTRS) is a  
24-hour service that

allows people who are Hearing,

Deaf, Hard of Hearing,

Deaf-Blind or Speech Disabled

to communicate with each

other via the telephone.

Through the use of specialized

equipment, relay users

communicate freely with

friends, family and businesses

who use a standard telephone.

**Voice Carry Over (VCO) is an effective service for people who have a hearing loss and who use their voice on the phone.**

VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

With VCO, you won't have to struggle to hear what others say over the phone and you enjoy the freedom of using your own voice.

**Required Equipment:** To make a VCO call, you will need either a TTY (text telephone, sometimes called TDD) or a device made specifically for VCO calls. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Specialized VCO equipment can be obtained in a variety of ways. The WTRS Customer Service will be happy to assist you in locating equipment. Contact WTRS Customer Service: **1.800.283.9877 TTY or 1.800.395.9877 Voice.**

## Customer Profile

A Customer Profile allows you to customize your relay calls. Using a profile can ensure that all calls made and received via relay automatically connect in VCO.

There are a number of benefits when you create a Customer Profile including faster call processing, speed dialing, customized call greeting, improved typing speed, use of abbreviations, selection of long distance carrier, automatic VCO and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wi.htm>  
or contact WTRS Customer Service: 1.800.283.9877.

## Making a VCO Call Making a VCO Call Using a TTY

1. Place your telephone handset on the TTY and dial 7-1-1 or the toll-free number for WTRS: 1.800.947.3529.
2. When the Communication Assistant (CA) answers, type: "VCO PLS GA."\* (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA types: "VCO ON GA," pick up the handset and speak to the CA providing the number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
4. When the CA indicates that the call has connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA"—and place the handset back on the TTY.
5. The CA types the response of the other person for you to read on your TTY screen. Turn-taking continues in this manner until the call is complete.
6. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

## Making a VCO Call Using a VCO Device

1. Connect to WTRS by dialing 7-1-1 or the toll free number: 1.800.947.3529.
2. When the Communication Assistant (CA) answers, press the button that sends a recorded VCO prompt. (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA answers with "VCO ON GA," provide the number you wish to call, then say "GA."
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.
5. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

Examples of VCO devices include the Ameriphone and Uniphone.

\*"GA" (means "Go Ahead") is a term required on VCO calls for turn-taking purposes. "GA" ensures that the VCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

## Receiving a Call as a VCO User

When people want to reach you by phone, they can call through WTRS by dialing 7-1-1 or the toll free Voice number: 1.800.947.6644. If you don't have a Customer Profile, you will need to answer incoming calls in one of two ways:

### Answering Voice First

1. Pick up the handset and say "This is a VCO call GA." (If you are using a TTY without a Y-jack or line splitter, you must put the handset onto the TTY immediately after you say "GA.")
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

## Answering TTY First

1. Place the handset onto your TTY (unless you are using a VCO device or a Y-jack/line splitter) and type "VCO PLS GA." NOTE: If you have a VCO device, simply press the "VCO MSG" button which sends a recorded VCO prompt.
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

## 2-Line VCO

This enhanced relay feature offers you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user. This service requires two telephone lines. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linevco/index.htm>.

## More information on VCO Calls

For more details on VCO calls, including how to place VCO-to-TTY, VCO-to-Speed-to-Speed calls, establish call set-up and to benefit from other convenient options, visit <http://www.hamiltonrelay.com/traditional/711/vco/index.htm> or contact WTRS Customer Service: 1.800.283.9877.

## Voice Carry Over

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations, speaking directly to the other party.

Communication Assistant (CA) facilitates the conversation by typing the hearing party's side of the conversation.

Family, Friends and Businesses use a standard telephone to communicate freely.

## How to connect with WTRS

## Hearing Carry Over (HCO)

## Hearing Carry Over (HCO)

To place a call through Wisconsin Telecommunications Relay System, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY: 1.800.947.3529
- Voice: 1.800.947.6644
- CapTel™: To reach a CapTel™ user, dial 1.877.243.2823
- ASCII: 1.800.272.1773
- Fast ASCII: 1.800.267.8867
- Speech-to-Speech: 1.800.833.7637
- Spanish-to-Spanish: 1.800.833.7813  
(includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente de Wisconsin Relay para obtener más información sobre la repetición telefónica en español.

- TTY: 1.800.947.3529
- Voz: 1.800.947.6644
- CapTel™: Para ponerse en contacto con un usuario de CapTel, marque el 1.877.243.2823
- ASCII: 1.800.272.1773
- Fast ASCII: 1.800.267.8867
- Voz a Voz: 1.800.833.7637
- Español a Español: 1.800.833.7813  
(incluye español a español y la traducción del inglés al español)
- Fax: 402.694.5110
- Correo Electrónico: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

Customer Service If you have suggestions, comments or concerns, please contact:

Hamilton Relay  
8383 Greenway Blvd., Suite 90 • Middleton, WI 53562  
TTY: 1.800.283.9877 • Voice: 1.800.395.9877  
Fax: 608.827.0402 • E-mail: [wirelay@hamiltonrelay.com](mailto:wirelay@hamiltonrelay.com)

tell a friend  
share the news  
make a call  
wish them well



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Wisconsin Telecommunications

Relay System (WTRS) is a

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to communicate with each

other via the telephone.

Through the use of specialized

equipment, relay users

communicate freely with

friends, family and businesses

who use a standard telephone.

Hearing Carry Over (HCO) is an effective service for people who have difficulty speaking and who are able to hear on the phone.

HCO users can listen directly to the person on the other end of the phone and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party.

With HCO, you won't have to worry about whether your responses are being understood and you enjoy the freedom of using your own hearing while borrowing our voice.

**Required Equipment** To make an HCO call, you will need a TTY (text telephone, sometimes called TDD). This equipment will allow you to type your responses on a keyboard while listening directly to the other party.

Specialized HCO equipment can be obtained in a variety of ways. The WTRS Customer Service will be happy to assist you in locating equipment. Contact WTRS Customer Service: 1.800.283.9877 tty or 1.800.395.9877 voice.

## Customer Profile

A Customer Profile allows you to customize your relay calls. Your profile ensures that all calls made and received via relay automatically connect in HCO mode.

There are a number of benefits to creating a Customer Profile including faster call processing, speed dialing, customized call greeting, use of abbreviations, selection of long distance carrier, and automatic HCO.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wi.htm>  
or contact WTRS Customer Service: **1.800.283.9877**.

## Making an HCO Call

### Making an HCO Call Using a TTY

- Place your telephone handset on the TTY and dial 7-1-1 or the toll-free number for WTRS: **1.800.947.3529**.
- When the Communication Assistant (CA) answers, type: "HCO PLS GA."\* (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
- After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen for the voice of the person on the other end.
- When the CA indicates that the call has connected, place the handset in the cradle and type to the other person. When you are ready for the other person to respond, type "GA" and pick up the handset to listen to the other party.
- The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.
- If you wish to make another call, the CA is available after you disconnect from your initial call. Simply tell the CA you want to make another call and provide the phone number.

If you prefer to keep the handset in one position for listening rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (at your ear to listen to the other party), allowing you to type your side of the conversation with greater convenience.

\*"GA" ("Go Ahead") is a term required on HCO calls for turn-taking purposes. "GA" ensures that the HCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn. The same is true for the CA (before and after the call) and the standard telephone user. "GA" is the standard way for either caller and the CA to indicate they are done conversing for the moment.

## Receiving a Call as an HCO User

When people want to reach you by phone, they can call through WTRS by dialing 7-1-1 or the voice number: **1.800.947.6644**. If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

If you don't have a Customer Profile, you will need to answer incoming calls in the following way:

- Connect your TTY and type a message that says: "HCO PLS GA." The CA will then connect Hearing Carry Over and type: "HCO ON GA." Your call can then proceed as usual.

WTRS can also facilitate calls for HCO users who want to contact TTY users. To make an HCO to TTY call, dial the relay and inform the CA that you are calling a TTY user. Once the call is connected, you will be able to listen just as you would on a regular HCO call, and type your response directly to the TTY user.

## 2-Line HCO

This enhanced relay feature gives you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to voice the typing of the HCO user. This service requires two telephone lines, allowing for more natural conversations. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linehco/index.htm>

## 911 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using relay.

## More information on HCO Calls

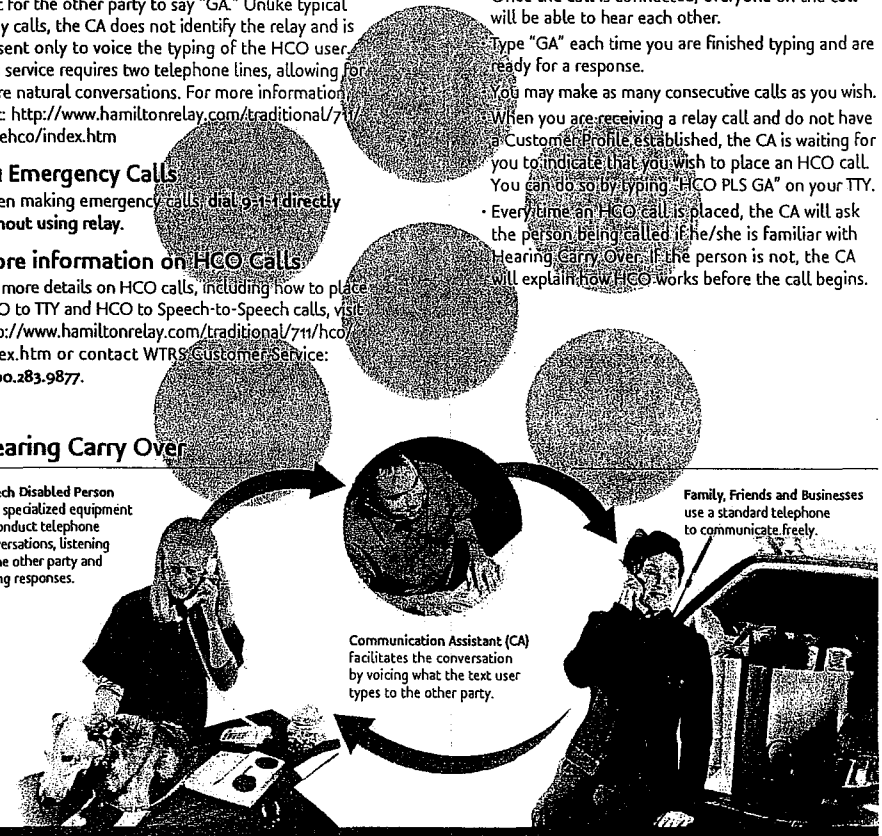
For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit: <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact WTRS Customer Service: **1.800.283.9877**.

## Hearing Carry Over

Speech Disabled Person uses specialized equipment to conduct telephone conversations, listening to the other party and typing responses.

Family, Friends and Businesses use a standard telephone to communicate freely.

Communication Assistant (CA) facilitates the conversation by voicing what the text user types to the other party.



## How to connect with WTRS

## Speech-To-Speech

## Speech-To-Speech

To place a call through Wisconsin Telecommunications Relay System, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY: 1.800.947.3529
- ASCII: 1.800.272.1773
- Fast ASCII: 1.800.267.8867
- Voice: 1.800.947.6644
- Speech-to-Speech: 1.800.833.7637
- CapTel®: To reach a CapTel user, dial 1.877.243.2823
- Spanish: 1.800.833.7813  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Wisconsin para obtener más información sobre la repetición telefónica en español.

- CapTel®: Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- Español: 1.800.833.7813 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- Fax: 1.608.827.0402 Español
- Correo Electrónico: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- Departamento de Servicio al Cliente: 1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

WTRS Customer Service  
8383 Greenway Blvd., Suite 90  
Middleton, WI 53562  
TTY: 1.800.283.9877  
Voice: 1.800.395.9877  
CapTel®: 1.800.600.7826 V/TTY  
Fax: 1.608.827.0402  
E-mail: [wirelay@hamiltonrelay.com](mailto:wirelay@hamiltonrelay.com)

CapTel® is a registered trademark of Ultratec, Inc.

05HMLT-070\_WISTS\_0407



Connecting you with  
important people in your life.

Wisconsin Telecommunications

Relay System (WTRS) is a  
free, 24-hour service that

allows people who are Hearing,

Deaf, Hard of Hearing,

Deaf-Blind or Speech Disabled

to communicate with each

other via the telephone.

Through the use of specialized

equipment, relay users

communicate freely with

friends, family and businesses

who use a standard telephone.

Speech-to-Speech (STS) is a relay service for people who have a difficult time speaking or being understood on the phone.

Speech-to-Speech relay utilizes specially trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers who may have cerebral palsy, stroke complications, voice disorders or other speech disabilities.

The CA voices the STS user's side of the conversation as needed, so both relay users no longer have to worry if both sides of the conversation are being understood.

**Required Equipment** There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call.

For further information, contact WTRS Customer Service:

1.800.283.9877 (TTY) or 1.800.395.9877 (Voice).

- WTRS Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

## Dedicated Speech-To-Speech Number: 1.800.833.7637

### Customer Profile

Since you dial a designated Speech-to-Speech (STS) number to place a call, your call is already identified as an STS call. There are many additional benefits to creating a customer profile, including faster call processing, speed dialing, customized greeting, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wi.htm>  
or contact WTRS Customer Service: 1.800.283.9877 (TTY) or 1.800.395.9877 (Voice).

### Making a Speech-to-Speech Call

- Dial the toll-free Speech-to-Speech number for relay: 1.800.833.7637.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- The CA will work closely with you to ensure your entire conversation is understood by revoicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.

- The CA will clarify anything that is not clear before revoicing.
- It is helpful if you pause while the CA revoices.
- Take your time. There is no time limit for your calls.
- You or the person you are talking with may request that the CA remain in the background. This option is especially beneficial when calling family, friends or others who are more familiar with your speech. If you need the CA to begin revoicing at any time during the call, you may request the CA to do so.
- Say "Go Ahead" or "GA"\* each time you are finished speaking and are ready for a response.
- The call will proceed in this manner until you complete the call.
- You may make as many consecutive calls as you want.
- You are in charge of your call. You may request a male or female CA—and as long as one is available, your request will be honored.

\*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

### Voice Carry Over/ Speech-to-Speech (VCO/STS)

VCO/STS is designed for people who are hard of hearing or Deaf and have a speech disability. The relay user can make or receive phone calls using his or her own voice or voice synthesizer, and read everything said by the voice caller on a text telephone (TTY) or VCO device.

### To make a VCO/STS relay call:

Making a VCO/STS is similar to making a standard Speech-to-Speech call with these special differences:

- Dial the Speech-to-Speech number for WTRS using your TTY or VCO phone: 1.800.833.7637.
- Request VCO or complete a VCO profile with Customer Service.
- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The STS CA will type to you and ask if you are familiar with STS. The CA will explain, if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see "GA" from the CA, say your first phrase or sentence followed by "Go Ahead."
- The CA will type what you said back to you adding "CORRECT QQ\*\* GA" at the end of the phrase or sentence. If you say "Yes GA," the CA will type "(REVOICING NOW...)" and revoice your entire phrase or sentence to the person you are calling.

- The CA will type the response of the standard telephone user back to you.
- The call will proceed in this manner until you complete the call.

\*\*QQ is used when asking a question, as an alternative to a question mark.

### 911 Emergency Calls

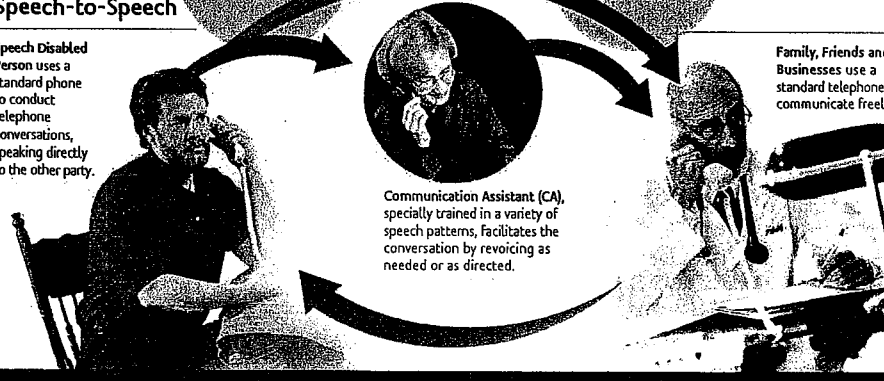
In the event of an emergency, call 911 or your local emergency services TTY number directly. WTRS Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

### More Information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO-to-Speech-to-Speech calls and convenient options available, visit <http://www.hamiltonrelay.com/traditional/711/speechtospeech/index.htm> or contact WTRS Customer Service: 1.800.283.9877 (TTY) or 1.800.395.9877 (Voice).

### Speech-to-Speech

Speech Disabled Person uses a standard phone to conduct telephone conversations, speaking directly to the other party.





## Cómo conectarse con el Relevo de WTRS

Para hacer una llamada del Relevo de WTRS,  
llame a uno de los números gratuitos de abajo:

- Español: 1.800.833.7813 (incluye español a español y la traducción del inglés al español)
- CapTel®: Para comunicarse con un usuario de CapTel, marque 1.866.247.3362 Español
- Departamento de Servicio al Cliente: 1.866.744.7471 Español
- Correo electrónico: spanish@hamiltonrelay.com

Para obtener instrucciones completas sobre la manera de hacer cualquier tipo de llamada de relevo visite [www.hamiltonrelay.com](http://www.hamiltonrelay.com). O llame al Departamento de Servicio al Cliente del Relevo de WTRS al 1.866.744.7471 y un representante de servicio al cliente estará encantado de ayudarlo.

Si tiene sugerencias, comentarios o inquietudes por favor póngase en contacto con el Departamento de Servicio al Cliente del Relevo de WTRS usando la información de contacto de abajo:

Departamento de Servicio al Cliente  
del Relevo de WTRS  
8383 Greenway Blvd., Suite 90  
Middleton, WI 53562  
1.866.744.7471 Español  
Fax: 1.608.827.0402 Español  
Correo electrónico: spanish@hamiltonrelay.com

El Relevo de WTRS es un servicio ofrecido por el Relevo de Hamilton de Aurora, Nebraska, un líder nacional en la prestación de servicios de relevo telefónico de alta calidad para personas sordas, o con problemas auditivos o del habla. El Relevo de Hamilton ha estado ofreciendo servicios de relevo telefónico desde 1991 y ha desarrollado una reputación como proveedora de un servicio al cliente excepcional, una tecnología confiable, educación esencial en el campo del relevo telefónico y asistentes de comunicación profesionales.

CapTel® es una marca registrada de Ultratec, Inc.

EL RELEVOS DE  
**HAMILTON**  
De eso es de lo que estoy hablando

## Obtenga los detalles

abra su corazón  
reporte los resultados



planifique la fiesta



pida un favor

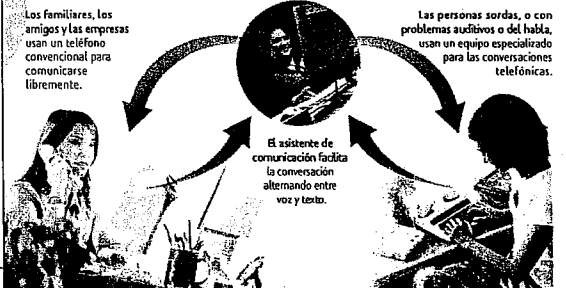
## Conectándolo con personas importantes en su vida

El Sistema de Relevo de Telecomunicaciones de Wisconsin es un servicio gratuito disponible las 24 horas, que permite que las personas sordas, con problemas auditivos, sordas-ciegas o con problemas del habla se comuniquen las unas con las otras por teléfono. Mediante el uso de equipo especializado, los usuarios del relevo telefónico se comunican libremente con amigos, familiares o empresas que usen un teléfono normal.

**No cuelgue.** Cuando descuelgue el teléfono y oiga "Este es el Relevo de WTRS ..." no cuelgue. No es un vendedor por teléfono. Es un cliente, socio comercial o conocido que quiere hablar con usted.

Cuando se hace una llamada por medio del Relevo de WTRS, un asistente de comunicación facilitará la llamada. Usando un teléfono TTY (llamado también un teléfono TDD o un teléfono de texto), las personas que no oyen y/o hablan escriben su conversación y el asistente de comunicación comunica verbalmente lo que se escribe. Cuando el usuario que está usando un teléfono convencional responde, el asistente de comunicación escribe todo lo que oye. Los asistentes de comunicación actúan como un vínculo invisible entre las dos personas.

Se mantiene la estricta confidencialidad de todas las llamadas. Los asistentes de comunicación no hacen comentarios ni responden preguntas sobre la conversación; ni se involucran de cualquier otra manera. Como lo exige la ley, los empleados del relevo telefónico no pueden divulgar información proveniente de una conversación de relevo telefónico ni se guarda registro alguno de las conversaciones.



**Acceso y Cargos** Conéctese con el relevo telefónico llamando al número gratuito (enumerados en el panel trasero). El Relevo de WTRS se encuentra disponible 24 horas al día, 7 días a la semana, sin restricciones en cuanto a la duración o el número de las llamadas hechas. Los cargos de larga distancia son aplicables a todas las llamadas de larga distancia.

## Opciones diseñadas para conectarlo de la mejor manera posible

### El Relevo de WTRS ofrece diversas opciones de conexión:

**TTY (Teléfono de Texto)** El relevo telefónico tradicional es un gran servicio para las personas que usan un teléfono TTY, ya que pueden escribir su parte de la conversación y leer las respuestas de la otra persona.

**Voice Carry Over (VCO)** Un servicio efectivo para las personas con una pérdida auditiva que usan su voz para hablar por teléfono. Los usuarios hablan directamente con la persona que están llamando y leen lo que dice la otra persona usando un equipo especializado.

**Hearing Carry Over (HCO)** Un servicio confiable para las personas con discapacidades del habla. Los usuarios oyen directamente a la persona que están llamando y escriben sus respuestas para la otra persona usando un equipo especializado.

**Speech-to-Speech** Un servicio que es particularmente beneficioso para las personas que oyen y tienen un trastorno del habla. El usuario del servicio Speech-to-Speech determina el nivel de servicio con el asistente de comunicación el cual puede incluir la repetición y aclaración.

**Captioned Telephone (CapTel)** Un servicio increíble para las personas con un habla clara, pero con cierto grado de pérdida auditiva. El servicio CapTel le permite al usuario recibir voz y texto en tiempo real usando un equipo especializado.

**Español** El relevo telefónico Español a Español es un servicio útil para las personas que usan un teléfono de TTY en el idioma español, facilita las llamadas en español hablado y escrito. El relevo telefónico de inglés a español facilita las llamadas en español verbal y escrito.

### Información adicional sobre el Relevo de WTRS:

**Perfiles de los Clientes** Se pueden fijar preferencias automáticas para el tipo de llamada de los números del acceso rápido del servicio de larga distancia y otra información que le permite al asistente de comunicación conectar su llamada con rapidez y exactitud.

**Opciones Adicionales de Conexión** Incluyendo Turbo Code, ASCII y voz.

**Distribución de Equipos** El estado de Wisconsin ofrece un Programa de Préstamo de Equipos Telefónicos Adaptativos para los que tengan que usar equipos especializados con su teléfono. Para obtener más información use la siguiente información de contacto:

Public Service Commission of Wisconsin  
P.O. Box 7854  
Madison, WI 53707-3957  
TTY: 1.608.267.1479 or 1.800.251.8345  
Voz: 1.608.231.3305  
Fax: 1.608.266.3957  
Correo electrónico: [pscrecs@psc.state.wi.us](mailto:pscrecs@psc.state.wi.us)  
Web: <http://psc.wi.gov/consumerinfo/assistancepgms/tepp/tepp-ind.htm>

**Teléfonos Públicos** La Comisión Federal de Comunicaciones ordenó que todas las llamadas de relevo locales hechas desde un teléfono público sean gratuitas. Simplemente marque el número gratuito para hacer una llamada de relevo. Cuando haga una llamada de larga distancia desde un teléfono público al asistente de comunicación se le deberá proveer una forma de pago para la llamada (por ejemplo una tarjeta telefónica). No se pueden usar monedas para una llamada de relevo de larga distancia desde un teléfono público.

**Llamadas de Emergencia** En caso de una emergencia, llame al número TTY de los servicios de emergencia locales. El Relevo de WTRS hará todo lo posible para ayudarlo en una emergencia. Tome en cuenta que los centros de relevo telefónico no son centros 911 y no asumen la responsabilidad por las llamadas.

**Cumplidos, Inquietudes o Quejas** Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de WTRS (véase el recuadro de atrás). Además, la Comisión Federal de Comunicaciones se encuentra disponible para servirle en relación con las cuestiones concernientes al relevo.

Visite [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html)

cierre su oferta

cuenta su historia

comparta su vida

re programe la reunión

obtenga los detalles

## How to connect with WTRS Relay

### Captioned Telephone (CapTel™)

### Captioned Telephone (CapTel™)

To place a call through Wisconsin Telecommunications Relay System, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY: 1.800.947.3529
- Voice: 1.800.947.6644
- CapTel™: To reach a CapTel™ user, dial 1.877.243.2823
- ASCII: 1.800.272.1773
- Fast ASCII: 1.800.267.8867
- Speech-to-Speech: 1.800.833.7637
- Spanish-to-Spanish: 1.800.833.7813  
(includes Spanish to Spanish and translation from English to Spanish)

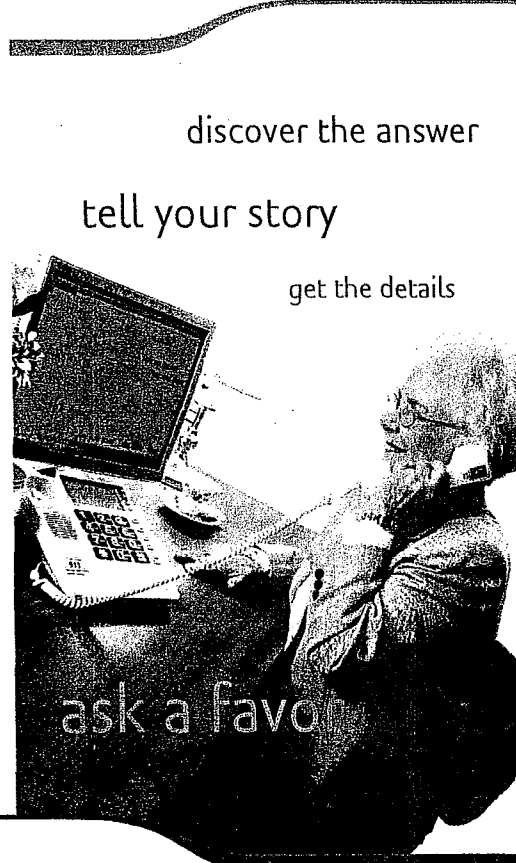
For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente de Wisconsin Relay para obtener más información sobre la repetición telefónica en español.

- TTY: 1.800.947.3529
- Voz: 1.800.947.6644
- CapTel™: Para ponerse en contacto con un usuario de CapTel, marque el 1.877.243.2823
- ASCII: 1.800.272.1773
- Fast ASCII: 1.800.267.8867
- Voz a Voz: 1.800.833.7637
- Español a Español: 1.800.833.7813  
(incluye español a español y la traducción del inglés al español)
- Fax: 402.694.5110
- Correo Electrónico: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

Customer Service If you have suggestions, comments or concerns, please contact:

Hamilton Relay  
8383 Greenway Blvd., Suite 90 • Middleton, WI 53562  
TTY: 1.800.283.9877 • Voice: 1.800.395.9877  
Fax: 608.827.0402 • E-mail: [wirelay@hamiltonrelay.com](mailto:wirelay@hamiltonrelay.com)



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Through the use of specialized

equipment, relay users

communicate freely with

friends, family and businesses

who use a standard telephone.

CapTel™ greatly benefits people who have understandable speech and some degree of hearing loss.

CapTel is especially helpful for:

- People who have a hearing loss and find it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are Deaf or Hard of Hearing with understandable speech

CapTel allows the user to receive voice and text in real time through specialized equipment. With CapTel, you won't have to struggle to hear what others say on the phone. You have the opportunity to supplement your residual hearing by viewing captions on your phone's screen for added clarity. You also enjoy the freedom of using your own voice during phone conversations. CapTel is truly an interactive calling experience!

**Required Equipment** To make a CapTel call, you will need a Captioned Telephone. This unique equipment allows you to simultaneously read telephone conversations on a screen and respond using your own voice.

WTRS Customer Service will be happy to assist you in obtaining equipment. Contact WTRS Relay Customer Service:

**1.800.283.9877 TTY or 1.800.395.9877 Voice.**

## How CapTel™ Works

Using a *CapTel* phone is very much like using a standard telephone. You dial the number of the person you are calling directly. As you dial, the *CapTel* phone automatically connects to the captioning call center.

When the other party answers, you have access to everything the caller says. Behind the scenes, a specially trained operator at the captioning call center converts everything the other party says into written text. This text appears on a bright, easy-to-read display screen built into your *CapTel* phone.

The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

## Making a CapTel Call

- Dial the number of the person you are calling directly.
- When the other party answers, you will hear the caller's voice and receive captions almost simultaneously.
- Conduct your conversation as you would on a standard telephone.
- When you are done with the call, simply hang up the phone.

## Receiving a CapTel Call as a CapTel User

- When your *CapTel* phone rings, simply answer the phone and captions will appear shortly thereafter.

## Calling a CapTel User

- Dial toll free 1.877.243.2823.
- Following the recorded prompt, dial the *CapTel* user's area code and phone number.
- Your call will be immediately connected.

## Receiving a Call from a CapTel User

- There may be a slight delay in the *CapTel* user's response as they read captions.

## 2-Line CapTel

This exciting service, which requires two telephone lines, provides advanced features not available with 1-Line *CapTel*. For a comparison of features, please refer to the chart in this brochure. Check with your state's Relay Outreach Coordinator to see if 2-Line *CapTel* is available in your state.

## 1-Line CapTel

Number of Lines	Requires one standard (analog) telephone line.	Requires two standard (analog) telephone lines.
How Calls are Managed	Spoken conversation and captions provided through one telephone line.	Spoken conversation is provided on one line; captions provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on."	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the <i>CapTel</i> call center.	Both incoming and outgoing calls are automatically routed through the <i>CapTel</i> call center.
Calling a CapTel User	People calling the <i>CapTel</i> user must first dial the toll-free number for <i>CapTel</i> ; then dial the <i>CapTel</i> user's phone number when prompted.	People calling the <i>CapTel</i> user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) not available.	Call-waiting and automatic call back (*69) can be used.
911/711 Calls	911 and 711 calls are processed as Voice Carry Over (VCO) calls. <i>CapTel</i> users cannot hear the 911 operator or Communication Assistant (CA) as they read captions and must take turns speaking using "Go Ahead" or "GA."	911 and 711 calls are captioned through the <i>CapTel</i> call center. Spoken conversation is received through one line, while captions are provided through the second line.

## Captioned Telephone (CapTel™)

*CapTel* User uses a special telephone that includes a screen which displays text of the other party's conversation. User has the opportunity to both hear and read the other party's conversation.

Captioning Center Operator converts everything the standard phone user says into written text.

Family, Friends and Businesses use a standard telephone to communicate freely.

**RELAY  
HAMILTON**  
That's what I'm talking about.

Wisconsin Telecommunications Relay System is powered by Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services. Hamilton Relay has been offering relay services since 1991 and has earned a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants (CAs).